IT Process & Knowledge Manager

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Company: TikTok

Location: London

Category: other-general

Team Introduction

We are the IT online support team of ByteDance, and we call it IT On Call. As a portal for IT, we provide 24 x 7 online services for all ByteDance employees, including laptops, network, system support, etc. We strive to provide satisfactory solutions for users and make IT services warmer. Job ProfileWe are seeking a detail-oriented process & knowledge manager to oversee and manage the IT On Call processes and knowledge to ensure efficiency, productivity, and quality. Responsibilities- Act as the point of contact representing IT On Call in the EMEA region- Build/update processes and SOP documents to ensure support work is performed in an expected and standardized manner- Evaluate the efficiency and costs of established processes, identify gaps, develop improvement strategies, and facilitate changes- Develop and implement knowledge management policies and procedures to govern the creation, validation, and updating of knowledge assets- Participate in knowledge article writing, updates and reviews- Facilitate knowledge-sharing sessions and training programs, promote a culture of knowledge-sharing and learning within the organization- Stay updated with industry best practices and emerging trends in process and knowledge management, continuously refining strategies and approaches

- 5+ years of relevant work experience in IT support field- Excellent interpersonal and communication (both verbal and written) skills- Strong problem-solving and analytical skills with a solution-oriented approach- Proven track record of driving process and knowledge management improvements- Team player with a collaborative mindset, able to consider

the "big picture" during decision-making process- Familiar with ITIL and at least one ITSM tool, ITIL certification, and project management experience is a plus

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