

Company: Gateway Development Commission

Job Title: Senior Director of Knowledge Management

Location: New York/New Jersey

Date: August 22, 2023

Job ID: 5-003

Summary of Responsibilities

Gateway Development Commission is currently seeking a Senior Director of Knowledge Management to lead our organization's efforts in capturing, organizing, and leveraging knowledge assets. As the Senior Director of Knowledge Management, you will be at the forefront of developing, implementing, and optimizing knowledge management processes.

The Gateway Development Commission is responsible for constructing the new Hudson Tunnel Project, a new two-track tunnel under the Hudson River. The Commission will work with supporting agencies – Amtrak, NJ TRANSIT, and the Port Authority of New York and New Jersey – to deliver the project across nine (9) procurement packages. The Senior Director of Knowledge Management will be responsible to ensure that project documentation is gathered, categorized, disseminated, and utilized across the Commission and its supporting agencies. Additionally, you will be responsible for crafting and evolving project-specific knowledge management policies and procedures, strategies and document control processes to enhance collaboration, decision-making, and innovation throughout our projects and initiatives.

Essential Functions

- Lead the conceptualization, establishment, and continuous enhancement of robust knowledge management processes aligned with industry best practices.
- Develop, manage, and evolve project-specific knowledge management strategies to foster seamless collaboration, informed decision-making, and continuous improvement of project outcomes.
- Establish, maintain, and update GDC's document management processes, including document management control procedures, in accordance with industry best practices. Work closely with all GDC departments, including the Technical and Finance Office teams, as well as project stakeholders to ensure document control is consistent and effectively implemented across the enterprise.
- Ensure adherence to knowledge management processes, encompassing the gathering, classification, distribution, and effective utilization of knowledge from various stakeholders, including experts, teams, partners, and affiliates.
- Collaborate closely with cross-functional teams, including IT and department heads, to integrate knowledge management practices with technological solutions, ensuring a cohesive knowledge ecosystem.

- Oversee the maintenance of comprehensive and up-to-date knowledge repositories, meticulously tracking knowledge assets, updates, and utilization.
- Conduct systematic assessments to evaluate the effectiveness of knowledge management procedures, identifying opportunities for refinement and innovation.
- Provide comprehensive training and guidance to teams and individuals, fostering a culture of knowledge sharing and utilization.
- Ensure GDC meets, in the preservation of knowledge, government retention requirements and adheres carefully to GDC's document retention requirements.
- Remain at the forefront of emerging trends and advancements in knowledge management technologies and practices, aligning these with the Commission's strategic objectives.

Job Requirements

- Bachelor's degree or equivalent in a pertinent field, such as knowledge management, information science, or a related discipline.
- A minimum of 10 years in knowledge management, with a proven track record of success in fostering organizational learning and innovation.
- Exhibit expert proficiency in knowledge management principles, processes, and best practices.
- Display familiarity with cutting-edge knowledge management software, systems, and emerging technologies.
- Possess exceptional analytical and strategic thinking skills, coupled with meticulous attention to detail.
- Showcase adeptness in leading and motivating teams, even in dynamic and fast-paced environments.
- Excel in communication and interpersonal finesse, facilitating effective collaboration and engagement across diverse teams.
- Apply a creative problem-solving approach to address complex challenges and drive innovative knowledge management solutions.
- Command advanced proficiency in utilizing the Microsoft Office Suite and other relevant knowledge management tools.

Project Background

The Gateway Program is the most urgent infrastructure program in the country – a comprehensive set of rail investments that will improve commuter and intercity services, add needed resiliency and, in its later stages, create new capacity between Newark, New Jersey and New York City, the busiest section of the Northeast Corridor (NEC). The NEC between Boston, Massachusetts and Washington, D.C. is the nation's busiest rail corridor, supporting a region that produces 20% of the Gross National Product. The 10-mile segment of the NEC within the scope of the Gateway Program carries over 200,000 daily Amtrak

and NJ TRANSIT passenger trips on approximately 450 trains during non-pandemic conditions and is a vital artery in the region.

The first phase of the Gateway Program includes the Hudson Tunnel Project, which includes the construction of a new two-track tunnel under the Hudson River connecting to Penn Station New York as well as the full rehabilitation of the existing 110 year-old North River Tunnel. The project would create operational flexibility, rail network redundancy, and resiliency against future impacts to the Hudson River rail crossing. Environmental review for the project was completed in May 2021.

The Gateway Development Commission, established through bi-state legislation, is responsible for the financing and development of the Hudson Tunnel Project. The Commission is governed by a Board of 7 Commissioners appointed by each of Amtrak, New Jersey, and the New York State Department of Transportation, and works in partnership with Amtrak, NJ TRANSIT and the Port Authority of New York and New Jersey.

The Gateway Development Commission is proud to be an Equal Opportunity Employer and administers all personnel practices without regard to race, color, religion, sex, national origin, sexual orientation, gender identity or expression, disability, protected veteran status or military status, or any other category protected under applicable law. We recognize that diverse teams make the strongest teams, and we encourage people from all backgrounds to apply.

To apply, please email your cover letter and resume to jobs@gatewayprogram.org with the job title "Senior Director of Knowledge Management" in the subject line.