

**SkillBridge Curriculum Summary**  
**Knowledge Management Specialist (GS-9)**  
**U.S. Customs and Border Protection (CBP)**



1/27/2022

**Curriculum Description**

A Knowledge Management Specialist intern will be taught to establish a KM resource to support HR policy/directive/guidance requests and offer easy to find and understandable solutions to meet our customer's information requirements. This project requires planning and building a communication and KM capability that categorizes policies, guidance, directives, SOPs, and other product assets. So, if you're this person, then join a 'top-notch' and talented, results-driven staff in a 6–9-month assignment to help establish and provide on-going support of KM systems, processes, and tools to effectively identify and deploy the necessary resources to effectively capture and distribute HRPRA products (e.g., policies, directives, etc.). This position is in the Human Resources Policy and Regulatory Affairs Division (HRPRA), Human Resources Policy and Programs Directorate (HRPPD), Office of Human Resources Management (HRM), Customs and Border Protection (CBP), U.S. Department of Homeland Security (DHS).

**Primary duties:**

- Collaborate with management or staff to develop user requirements and strategies, and then build them into Office 365 SharePoint technologies.
- Confer with HRPRA management and team to prioritize needs, resolve conflicts, develop content criteria, or choose solutions.
- Conduct user research to determine design requirements and analyze user feedback to improve design quality.
- Collaborate with other web development professionals across HRM/OIT to complete the full scope of the project.
- Define and establish KM tasks, provide advice on necessary capabilities, and monitor execution and progress to ensure that work is accomplished in a timely manner.
- Develop strategies to make tacit knowledge explicit; implement a process for identifying and validating SMEs; identify and facilitate the sharing of best business practices across HRPRA/HRPPD/HRM/CBP/DHS.
- Develop processes for the capture, storage, and retrieval of knowledge content (e.g., HR policies, directives, guidance, etc.).
- Function as a primary content facilitator and manager of standard software in use (e.g., SharePoint, Microsoft Office Suite, etc.).

[Curriculum Length: up to 24 weeks]

**1. Points of Contact**

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**Homeland  
Security**

**2. Courses and other activities**

Activity: On-the-Job Training	Length: 180 days
Location: CBP Human Resources Management	
Prerequisites: None	
<p>Description:</p> <p>The OJT will assist the intern in developing, implementing, and overseeing CBP-wide human resources policies and procedures necessary to support the effectiveness, operational consistency, and statutory/regulatory compliance of HRM programs and functions. We do this by taking on a 'leaning-forward' posture with our internal partners and external stakeholders to ensure that HRM policies play a critical role in support of CBP's workforce obligations. Further, we help CBP leadership – through the delivery of forward-looking policy and regulatory solutions – outline its obligations to both frontline and non-frontline employees, while reinforcing the standards of behavior that must be upheld to maintain the organization's professionalism, integrity, and overall excellence.</p>	
<p>Tasks:</p> <p>The internship will provide opportunities to-help you increase your experience in:</p> <ul style="list-style-type: none"> <li>• Providing consultation and advice</li> <li>• Analyzing data and information</li> <li>• Organizing, planning, and prioritizing work</li> <li>• Processing information</li> <li>• Establishing KM processes and systems</li> </ul>	