

## Manager, Innovation and Knowledge Management - Edmonton or Calgary

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We are seeking a Manager of Innovation and Knowledge Management to help shape how information, technology, and modern legal practice come together across the firm. Working closely with lawyers and business services teams, this role supports the firm in an evolving legal landscape through a strong understanding of how people access, share, and apply information in a professional services environment.

### Position Overview:

Reporting to the Chief Operating Officer (COO), the Manager of Innovation and Knowledge Management will **lead the firm's innovation in the use of legal technology and knowledge management initiatives, including oversight of library and research services.**

This role focuses on the user experience by combining strategy, project leadership, change management and stakeholder collaboration to improve lawyer effectiveness. It drives the adoption of modern technology including enabling the practical use of artificial intelligence (AI), strengthens firm-wide processes and knowledge-sharing frameworks. By optimizing the use of physical, digital, and archival resources, the role supports high-quality client service and operational excellence.

### Key Responsibilities:

#### 1. Innovation Strategy & Advisory

- Contribute to the firm's innovation and legal technology strategy, including the adoption of AI and emerging tools (e.g., LLMs and legal-specific applications)
- Provide practical guidance on where and how technology can create value across practice groups and firm operations
- Ensure initiatives reflect long-term, interconnected firm goals rather than isolated solutions
- Act as a thought partner to practice groups on the "unique value of the lawyer" in an AI-enabled environment

#### 2. Project Leadership & Delivery

- Apply a project management mindset to scope, prioritize, and execute initiatives effectively
- Partner with stakeholders to define requirements, manage expectations, and ensure successful adoption
- Support both practice-specific and firm-wide initiatives, recognizing different needs and timelines

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- Lead and deliver innovation and legal technology projects from concept through implementation
  - With support, develop and implement a new Project Manager role, working as part of the Innovation and Knowledge Management team, to support the attainment of firm goals through accountable planning and execution

### 3. Legal Technology & AI Enablement

- In partnership with the Systems team and IT Manager, you will evaluate, implement, and optimize legal technology solutions
- Translate complex technology concepts into practical applications for lawyers and staff
- Select and begin implementation of a firm-wide enterprise AI solution by September 30, 2026
- Build capacity across the firm to understand and embed AI tools to support client service and operational efficiency
- Respond to evolving client expectations for technology-enabled services within a unique value proposition
- Support the organization of firm resources and effective internal communication through the migration and ongoing evolution of the firm's intranet from Inside Scoop to Microsoft SharePoint
- Support future firm-wide technology initiatives, such as Customer Relationship Management (CRM) and Enterprise Resource Planning (ERP) evaluations, leveraging effective collaboration, knowledge management, process improvement, and user-focused change management

### 4. Library & Knowledge Management Integration

- Support the evolution and integration of library and research services into the broader innovation function
- Align research capabilities with modern legal technology and knowledge management practices
- Within the first year, assess the firm's physical library and information resources and provide strategic recommendations regarding the future structure, purpose, and delivery of library and knowledge management services
- As part of budget management, monitor and assess billable research activities to support high-quality client service and reasonable cost recovery
- Support lawyer efficiency through implementing effective knowledge management systems and processes, including use of precedents and internal resources, with the user experience in mind

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### 5. Change Management & Adoption

- Build enthusiasm and confidence in legal technology across the firm
- Lead change management efforts to support adoption of new tools, processes, and ways of working
- Develop and execute communication, training, and support strategies
- Address resistance thoughtfully, with a focus on practical value and ease of use

### 6. Stakeholder Engagement & Governance

- Establish and support effective collaboration structures (e.g., stakeholder groups, user groups)
- Clarify roles across initiatives (expert, contributor, owner) to improve accountability and outcomes
- Partner with practice groups, business services, and committee leaders to align priorities
- Influence decision-making through credibility, insight, and relationship-building

### 7. Vendor & External Relationships

- Manage relationships with legal technology vendors and external partners
- Evaluate new tools and services in alignment with firm needs
- Monitor developments in the legal technology landscape and bring forward relevant opportunities

### 8. Thought Leadership:

- Leverage lawyer feedback, client needs, and market trends to identify relevant and timely topics that support client service, strengthen firm visibility, and inform communications led by the Marketing and Business Development team

### 9. Reports and Budget:

- Ensure accurate reporting of projects and group initiatives
- Propose and manage the overall library, knowledge and project management budgets
- Steward the firm's investment in innovation and knowledge management with a meaningful return

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### Desired Requirements:

- Meaningful experience and training in library and research services, knowledge management, legal technology, project delivery, process improvement, and/or related operational transformation initiatives within a professional services environment
- Strong technical aptitude, including advanced working knowledge of Microsoft 365, modern AI platforms, and legal-specific technologies (e.g. NetDocuments)
- Demonstrated project leadership experience, including leading cross-functional initiatives in a collaborative professional environment
- Strong organizational skills with the ability to manage competing priorities and successfully execute multiple concurrent projects
- Excellent written and verbal communication skills, including presentation, editing, and proofreading capabilities
- High degree of professionalism and sound judgment when interacting with internal and external clients
- Ability to navigate complex or high-pressure situations with diplomacy, discretion, and professionalism across all levels of the firm
- Willingness and ability to travel periodically to support all three firm offices in Edmonton, Calgary, and Yellowknife

### Internal Posting – Expression of Interest:

This role is available to internal and external candidates to apply to, with a goal of selecting the individual who is best positioned to contribute to the success of this newly reimagined role.

Internal candidates are asked to provide, at minimum, an expression of interest in letter-format answering the following question: *What opportunities do you see to improve how knowledge, information, technology, and expertise are accessed, shared, and applied across the firm?*

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Please send your expression of interest directly to Megan Vaughan, Director of Human Resources at [megan.vaughan@mross.com](mailto:megan.vaughan@mross.com) by EOD on Monday, June 22, 2026.

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