

Job Title: Documentation Specialist/Editor

The Documentation Specialist/Editor will be responsible for maintaining document design consistency for all documents related to the technical and business skills training programs created within the internal training department. The Documentation Specialist/Editor will work closely with the training managers and various technical subject matter experts to ensure compliance with departmental document design standards, including the use and maintenance of predetermined templates for training manuals and other course materials. This position will also serve as an internal consultant for the editing and formatting of content created by technical and functional subject matter experts. The Documentation Specialist / Editor will also be responsible for publishing training content into templates and updating template design as necessary. This person will also serve as a technical and/or business editor for reviewing training content written for courses.

FUNCTIONAL DESCRIPTION: An individual in this job category performs the following functions:

- Minimum of one to two years of document design or graphic design and technical writing and/or editing experience
- Experience specific to editing technical documents related to back-end software applications
- Experience facilitating instructional design sessions with a diverse group of participants
- Demonstrated ability to utilize document design principles, including the creation and management of design templates
- Demonstrated ability to set and meet deadlines for multiple projects with overlapping deliverable dates
- Demonstrated ability to work creatively and analytically to solve problems both individually and within a team environment, as well as ability to adapt to changing needs and deadlines within a dynamic, fast-paced environment
- Strong “customer-service” orientation, flexibility, and willingness to help with general departmental tasks
- Experience or exposure to instructional design principles a plus
- Excellent writing and editing skills and a strong command of the English language and grammar
- Power user level skill in Windows Professional applications required (Word, Excel, PowerPoint); experience with graphic design software preferred; experience in building and using macros within Windows applications is preferred
- Bachelor’s degree in English, technical writing, graphic design or related field strongly preferred