

Cable & Wireless Communications Plc - Job Description

Job Title: Lead Technical and Training Author	Work Level: Team Leader	Reports to: Head of Development
Purpose of Role: Manage and coach a team of Technical and Training Authors to develop accurate/timely documentation and learning content. Champion the continual improvement of end user experience.		
Role Dimensions	Personal Requirements for Role	
<p>Primary accountabilities:</p> <ul style="list-style-type: none"> • Create and coach a high performing team ensuring high colleague engagement through activities such as resource planning, motivation, development and direction. Drive discretionary effort and encourage an environment of continual improvement. • Develop Documentation/Training Content: Identify content and learning requirements for new and/or changed functionality. Work with the developers and local Subject Matter Experts to produce and maintain professional and accurate materials including end-user documentation, Help files process guides and eLearning content. • Continual Improvement of End User Experience: Support the development and drive a programme of activity to continually improve end user experience. • Continually Develop Product Knowledge: Liaise with Subject Matter Experts to ensure product knowledge is always current by keeping abreast of changes and developments. • Learning Management System Maintenance: Act as the Learning Management System site administrator; refresh, load and manage content and provide user support as requested. <p>Secondary accountabilities:</p> <ul style="list-style-type: none"> • eLearning: Create occasional videos for inclusion to enhance the final product • Planning and Scheduling: Scope requirement for each learning asset, and schedule a learning asset development program that aligns to the Development plan. • Develop Liberate Intranet Site: Propose, develop and update content to ensure that the intranet is an effective medium of communication to keep Business Units updated and informed. 	<p>Experience:</p> <ul style="list-style-type: none"> • Proven experience in the design and production of technical documentation/training content • Experienced in writing accurate and clear English • A good understanding of the software development process • Direct team management experience <p>Technical skills:</p> <ul style="list-style-type: none"> • Candidates must have experience with all of the following software packages: <ul style="list-style-type: none"> ○ MS Office Suite to an advanced level ○ Adobe RoboHelp ○ Adobe Captivate ○ Adobe Photoshop ○ Moodle (and/or building and integrating SCORM compliant material with other LMS platforms) ○ WebEx 	
<p>Significant demands:</p> <ul style="list-style-type: none"> • Working in a pressurised environment to tight deadlines 	<p>Qualifications:</p> <ul style="list-style-type: none"> • Degree level • Education or experience in Technical Authoring and/or Instructional Design 	
<p>Working practices and relationships:</p> <ul style="list-style-type: none"> • Key relationships with Business Unit user groups to support the continuous improvement of end user experience. • Engage with internal development teams including designers, codes, analysts to develop understanding of new and changed functionality to enable production of training content 	<p>Key behaviours:</p> <ul style="list-style-type: none"> • Excellent attention to detail • Excellent communication / presentation skills • High demonstrable level of written communication skills • Ability to work under pressure and to strict deadlines • Ability to work effectively and to prioritise own workload • Highly self-motivated - achiever of targets / deadlines • Effective team player with ability to build strong working relationships 	
<p>People: This role has managerial responsibility</p>	<p>Financial: Not a budget line holder</p>	<p>Location: Coral Gables, Miami</p>

Interested applicants submit resume to careers@cw.com. Please indicate the title and location of the position in the subject line of your email.