

## Cable & Wireless Communications Plc - Job Description

<b>Job Title:</b> Technical and Training Author	<b>Work Level:</b> Colleague	<b>Reports to:</b> Lead Technical and Training Author
<b>Purpose of Role:</b> Responsible for developing accurate/timely documentation and learning content aimed at supporting and improving end user experience.		
Role Dimensions	Personal Requirements for Role	
<p><b>Primary accountabilities:</b></p> <ul style="list-style-type: none"> <li>• <b>Develop Documentation/Training Content:</b> 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.</li> <li>• <b>Continually Develop Product Knowledge:</b> Liaise with Subject Matter Experts to ensure product knowledge is always current by keeping abreast of changes and developments.</li> </ul> <p><b>Secondary accountabilities:</b></p> <ul style="list-style-type: none"> <li>• <b>eLearning:</b> Create occasional videos for inclusion to enhance the final product</li> <li>• <b>Planning and Scheduling:</b> Scope requirement for each learning asset, and schedule a learning asset development program that aligns to the Development plan.</li> <li>• <b>Develop Liberate Intranet Site:</b> Develop and update content to ensure that the intranet is an effective medium of communication to keep Business Units updated and informed.</li> <li>• <b>Learning Management System Maintenance:</b> Provide support to the Learning Management System site administrator; refresh, load and manage content and provide user support as requested.</li> </ul>	<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Proven experience in the design and production of technical documentation/training content</li> <li>• Experienced in writing accurate and clear English</li> <li>• A good understanding of the software development process</li> </ul> <p><b>Technical skills:</b></p> <ul style="list-style-type: none"> <li>• Candidates must have experience with all of the following software packages: <ul style="list-style-type: none"> <li>○ MS Office Suite to an advanced level</li> <li>○ Adobe RoboHelp</li> <li>○ Adobe Captivate</li> <li>○ Adobe Photoshop</li> <li>○ Moodle (and/or building and integrating SCORM compliant material with other LMS platforms)</li> <li>○ WebEx</li> </ul> </li> </ul>	
<p><b>Significant demands:</b></p> <ul style="list-style-type: none"> <li>• Working in a pressurised environment to tight deadlines</li> </ul>	<p><b>Qualifications:</b></p> <ul style="list-style-type: none"> <li>• Degree level</li> <li>• Education or experience in Technical Authoring and/or Instructional Design</li> </ul>	
<p><b>Working practices and relationships:</b></p> <ul style="list-style-type: none"> <li>• Engage with internal development teams including designers, codes, analysts to develop understanding of new and changed functionality to enable production of training content</li> </ul>	<p><b>Key behaviours:</b></p> <ul style="list-style-type: none"> <li>• Excellent attention to detail</li> <li>• Excellent communication / presentation skills</li> <li>• High demonstrable level of written communication skills</li> <li>• Ability to work under pressure and to strict deadlines</li> <li>• Ability to work effectively and to prioritise own workload</li> <li>• Highly self-motivated - achiever of targets / deadlines</li> <li>• Effective team player with ability to build strong working relationships</li> </ul>	
<b>People:</b> No direct reports	<b>Financial:</b> Not a budget line holder	<b>Location:</b> Coral Gables, Miami

**Interested applicants submit resume to [careers@cw.com](mailto:careers@cw.com). Please indicate the title and location of the position in the subject line of your email.**