

Technical Writer la MICROSOFT ROMANIA - BestJobs

Expira in **25** zile.

This role will partner with key stakeholders to develop and publish documentation for Microsoft Commercial Customer Service support agents. The goal is to improve the customer and agent experience with the following responsibilities:

Coordinate End-to-End Program Management for Visual Knowledge Base Content

- Manage the overall portfolio of Visual Knowledge Base articles for a line of business
- Manage the Content Idea submissions to prioritize work and keep track of status
- Write/edit process/procedure and publish in VKB portal
- Create new Visual Knowledge Base articles utilizing existing tools, processes and best practices
- Update existing VKB articles based on business priority and aligned to releases and Content Idea priorities
- Complete maintenance of VKB articles by reviewing usage and content of articles, retiring when they are no longer relevant
- Provide regular reporting on VKBs created, updated, retired and usage each month
- Collaborate closely with Training Business Program Manager to build a 'readiness' plan for each release that consists of a content plan along with the training plan
- Collaborate with subject matter experts and service delivery managers to understand requirements and gather feedback on draft articles

Required Skills and Experience

- Strong command of written and verbal English
- Experience writing manuals, documents, instructions, training for global audiences required
- Excellent facilitation, problem resolution, cross group collaboration and organizational agility skills
- Proven ability to learn new tools and processes
- Project management experience preferred
- Proficient in Microsoft Office applications