Documentation & Training Manager

> Your mission

As Documentation & Training Manager, it is your responsibility to deliver all forms of user help & training (whether it be online help, user guides, videos, interactive tutorials, or other) in the aim of providing our users (primarily internal and external) with all the resources they need to learn to optimally use our software. You understand the needs of users and deliver the documents and other media necessary to make them successful.

You should be both autonomous and a team player. You are a problem-solver with the ability to take complicated concepts and translate them into easy-to-understand user content. You have excellent people and communication skills and are able to work with product managers, developers, testers, and technical support to understand and document all aspects of the product.

You are focused on producing high-quality help content and deliver them as clearly as possible. You understand how your work contributes to the overall success of the product and you know how to optimize help features to increase feature adoption.

> Your Responsibilities:

You will guarantee the efficient delivery of all user help projects using a single-sourcing strategy. This entails researching, drafting, and collaboratively creating and editing user help content (online help, user guides, release notes, video tutorials, etc.).

This position is the first in the team of technical writers and training managers that will grow.

> Your Profile:

You are a native English speaker or are perfectly fluent in English. You write clearly and concisely with a real attention to detail. A third language such as Portuguese or German is a strongly

You ideally have previous experience in a Documentation Management job using a single-sourcing software, such as MadCap Flare or Framemaker.

> Qualifications:

-2 to 3 years of technical writing experience or related discipline.
- Native English or French speaker you are perfectly fluent in English, French; additional languages are strong assets
-Superior writing skills appropriate for an end user client audience.
-Excellent communication skills.
-Strong project management skills and interest in innovating and implementing workflow, process, and technical solutions.
-Ability to balance and manage multiple projects with variable timelines.
-Ability to analyze and transform custom financial tools and analytics into accurate, user-friendly documentation that can be used to report product enhancements and training.
-Ability to understand client requirements and provide useful documentation solutions
-Demonstrated ability to learn, use, and explain new software applications.
-Strong ability to visually display information and format and present images as part of effective content design.

Job type : CDI
Location : Paris
Starting date: as soon as possible
Contact : jobs@makazi.com

makazi

Founded in 2008, **makazi** is a digital marketing technology and services company, specialised in the data driven advertising.

makazi's mission is to deliver targeted personalised consumer engagement and retention for advertisers through:

- Data publishing, data collection and data enrichment
- Technology tools for consumer targeting, data-mining and CRM according to behaviour and context (Behavioural targeting and contextual targeting)
- Platforms for distribution and delivery of customer interactions
- Our clients include leading advertisers, e-commerce companies, publishing companies and interactive agencies. We provide them with innovative e-marketing solutions to boost the sales of their products and services by leveraging our technology tools.

With a portfolio of innovative proprietary technologies and a team of 200 specialists, **makazi** has developed a real know-how in data marketing. As a result, **makazi**'s Turnover has quadrupled over the last two years.