

## Job Opportunity

<b>Post</b>	Documentation Specialist	<b>Reference</b>	Tradenet-HR/J/2023/45
<b>Location</b>	Male'		
<b>No of positions</b>	1		
<b>Term of Employment</b>	The duration of the assignment is 1 (one) year from the commencement of work. Contract can be extended after performance analysis at the end of the term.		
<b>Project Background</b>	The National Single Window (NSW) Project introduces an electronic platform streamlining the import and export process by providing a singular access point for all related statutory requirements.		
<b>Remuneration</b>	Based on qualifications and experience		
<b>Qualification &amp; Experience</b>	<ul style="list-style-type: none"> <li>▪ Bachelor's degree in technical writing, communications, or a related field. Relevant certifications in technical writing or documentation management would be an advantage.</li> <li>▪ Proven experience in technical writing or documentation management, with the ability to create clear and concise content.</li> <li>▪ Familiarity with information gathering and validation processes to ensure the accuracy of documentation.</li> <li>▪ Strong attention to detail and organizational skills to maintain an updated and well-structured knowledge base.</li> <li>▪ Excellent communication and interpersonal skills to work effectively with cross-functional teams.</li> <li>▪ Proficiency in using documentation tools and software for content creation and management.</li> </ul>		
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>▪ Developing and organizing a detailed knowledge base that covers all aspects of the NSW platform, including user guides, tutorials, and troubleshooting articles.</li> <li>▪ Collaborating with the project team, subject matter experts, and support team to gather and verify information for documentation accuracy.</li> <li>▪ Ensuring that all documentation is kept up-to-date with the latest platform features, updates, and improvements.</li> <li>▪ Creating clear and concise Frequently Asked Questions (FAQ) pages that address common user inquiries and issues.</li> <li>▪ Formatting and presenting documentation in a user-friendly manner, ensuring ease of navigation and searchability.</li> <li>▪ Reviewing and editing existing documentation to maintain consistency and clarity in language and style.</li> <li>▪ Working closely with the NSW &amp; oneGov team to identify user pain points and areas that require additional documentation or clarification.</li> <li>▪ Conducting periodic audits of the knowledge base and FAQ database to identify outdated or obsolete information.</li> <li>▪ Collaborating with the training team to develop training materials and resources for new users.</li> </ul>		

Interested applicants are requested to email us your applications with the following documents before 1600 hrs on 08<sup>th</sup> October 2023 to [careers@tradenet.com.mv](mailto:careers@tradenet.com.mv)

- Completed Job Application Form (attached)
- Passport Size Photo (Digital Copy)
- Scan of National ID card
- CV
- Scans of educational certificates
- Employment reference letters
- Police Report

Kindly note that only shortlisted candidates will be contacted for an interview.