

Job Opportunity

Post	Documentation Specialist	Reference	Tradenet-HR/J/2023/48
Location	Male'		
No of positions	1		
Term of Employment	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.		
Project Background	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.		
Remuneration	Based on qualifications and experience		
Qualification & Experience	<ul style="list-style-type: none"> ▪ Bachelor's degree in technical writing, communications, or a related field. Relevant certifications in technical writing or documentation management would be an advantage. ▪ Proven experience in technical writing or documentation management, with the ability to create clear and concise content. ▪ Familiarity with information gathering and validation processes to ensure the accuracy of documentation. ▪ Strong attention to detail and organizational skills to maintain an updated and well-structured knowledge base. ▪ Excellent communication and interpersonal skills to work effectively with cross-functional teams. ▪ Proficiency in using documentation tools and software for content creation and management. 		
Responsibilities	<ul style="list-style-type: none"> ▪ Developing and organizing a detailed knowledge base that covers all aspects of the NSW platform, including user guides, tutorials, and troubleshooting articles. ▪ Collaborating with the project team, subject matter experts, and support team to gather and verify information for documentation accuracy. ▪ Ensuring that all documentation is kept up-to-date with the latest platform features, updates, and improvements. ▪ Creating clear and concise Frequently Asked Questions (FAQ) pages that address common user inquiries and issues. ▪ Formatting and presenting documentation in a user-friendly manner, ensuring ease of navigation and searchability. ▪ Reviewing and editing existing documentation to maintain consistency and clarity in language and style. ▪ Working closely with the NSW & oneGov team to identify user pain points and areas that require additional documentation or clarification. ▪ Conducting periodic audits of the knowledge base and FAQ database to identify outdated or obsolete information. ▪ Collaborating with the training team to develop training materials and resources for new users. 		

Interested applicants are requested to email us your applications with the following documents before 1600 hrs on 29th October 2023 to 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.