

## Job Opportunity

<b>Post</b>	Junior Documentation Specialist	<b>Reference</b>	Tradenet-HR/J/2023/50
<b>Location</b>	Male'		
<b>No of positions</b>	1		
<b>Term of Employment</b>	The initial tenure is set at 1 year, inclusive of a 3-month probationary phase. Extensions will be based on project requirements and performance.		
<b>Project Background</b>	<p>The Maldives National Single Window (MNSW) Project aims to provide an efficient electronic platform for trade and transport parties to lodge standard information and documents through a single-entry point, fulfilling import and export statutory requirements. Leveraging information and communication technology (ICT), it will streamline international trade procedures between the private sector and border control agencies, facilitating electronic transactions for traders and service providers.</p> <p>The project's outcomes include an electronic platform for streamlined trade processes, sharing harmonized data for automated document processing, and utilizing ICT for online cross-border trade and cargo clearance efficiency. Moreover, it is aligned with achieving a Top 40 ranking on the World Bank Ease of Doing Business Index by 2025 and promoting faster, cheaper, and more predictable cross-border trade in the South Asia Subregional Economic Cooperation (SASEC) sub-region.</p>		
<b>Remuneration</b>	An attractive salary package, complemented by additional benefits in accordance with company policy.		
<b>Scope of Work</b>	<ul style="list-style-type: none"> <li>▪ Assisting in the development of a detailed knowledge base covering various aspects of the MNSW platform, including user guides, tutorials, and troubleshooting articles.</li> <li>▪ Collaborating with the Business Process Analysis team, subject matter experts, and support teams to gather and verify information for documentation accuracy.</li> <li>▪ Participating in efforts to ensure all documentation is kept up to date with the latest platform features, updates, and improvements.</li> <li>▪ Collaborating with the team to create clear and concise Frequently Asked Questions (FAQ) pages addressing common user inquiries and issues.</li> <li>▪ Contributing to the formatting and presentation of documentation in a user-friendly manner, ensuring ease of navigation and searchability.</li> <li>▪ Assisting in the review and editing of existing documentation to maintain consistency and clarity in language and style.</li> <li>▪ Working closely with the Tradenet MNSW &amp; Branding team to identify user pain points and areas that require additional documentation or clarification.</li> <li>▪ Providing support in conducting periodic audits of the knowledge base and FAQ database to identify outdated or obsolete information.</li> <li>▪ Collaborating with the training team to assist in the development of training materials and resources for new users.</li> </ul>		
<b>Qualification &amp; Experience</b>	<ul style="list-style-type: none"> <li>▪ GCE Ordinary Level or higher education</li> <li>▪ Demonstrated interest in technical writing or documentation management.</li> <li>▪ Willingness to learn and contribute to the creation of clear and concise content.</li> <li>▪ Basic familiarity with information gathering and validation processes.</li> <li>▪ Strong interpersonal skills for effective collaboration with cross-functional teams.</li> </ul>		

Interested applicants are requested to email us your applications with the following documents before 1600 hrs on 27<sup>th</sup> November 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.