



<https://careers.fleetgo.com/job/documentation-specialist/>

Documentation Specialist

Description

FleetGO is seeking a dedicated Documentation Specialist to enhance our documentation efforts for both internal and external stakeholders. This role is crucial for ensuring clarity, engagement, and functionality across our Software as a Service (SaaS) platforms. The successful candidate will primarily focus on documenting processes and creating high-quality content, with a potential future opportunity to facilitate collaboration across a part-time documentation team.

Responsibilities

Content Creation

Develop clear, informative articles and other content for our Help Centre as well as our internal Knowledge Base, aimed at helping users effectively navigate and utilize our SaaS applications.

CMS / DMS Knowledge:

Utilize your knowledge of content management systems (CMS), and document management systems (DMS), to efficiently publish and manage customer and internal-focused content.

Cross-Functional Collaboration

Actively collaborate with other teams like the local Support and Sales Teams, Hardware/Stock Management Team, Software Development Team and the Embedded Engineering Team to gather comprehensive technical and operational information.

Writing Excellence:

Demonstrate excellent writing skills in English to ensure all written and visual content is clear, engaging, and easy to understand.

AI and Documentation:

Maintain a basic understanding of how AI capabilities relate to documentation and the importance of well-documented processes

Tech Savvy:

Quickly grasp the functionality of SaaS applications and effectively document processes.

Qualifications

- Bachelor's degree in Information Technology, Journalism, Communications, or a related field preferred.
- Excellent writing skills in English with a keen eye for detail and with

FleetGO Telematics

Employment Type

Full-time, Part-time

Date posted

July 8, 2024

Valid through

15.08.2024

Beginning of employment

To be discussed

Job Location

Lindenhof 1, 8051 DD, Hattem, Nederland

Working Hours

24-40u

additional languages being a plus

- Proven experience in documentation, content creation, or a similar role
- Familiarity with content management systems, especially Zendesk Guide, is a plus
- Comfortable with technology and the ability to quickly learn and adapt to new software applications.
- Ability to analyse and synthesize complex information for a wide audience.
- Strong organizational skills, with the ability to meet deadlines in a fast-paced environment.

Job Benefits

At FleetGO you can expect an international working environment with exciting and diverse tasks, a highly motivated and committed team with flat hierarchies and short decision-making processes. We celebrate our successes with regular team events and our legendary Christmas and summer parties.

Otherwise we offer:

- A performance-based remuneration
- We understand the importance of a good balance between work and private life. Therefore, we offer generous vacation days, allowing our employees to enjoy time outside of work.
- Promoting your own development potential
- Structured familiarization with our processes has top priority in the first few weeks
- Numerous team events
- Modern workplace

Contacts

If you are a proactive and detail-oriented individual with a passion for documentation we encourage you to apply for this dynamic Documentation Specialist position. Help us refine and enhance our documentation processes to support both our internal teams and external customers effectively. Join us in shaping the future of Transport and Logistics technology!