



Enabling Excellence in Communication and Technology

Technical Writer / Trainer

Location: Remote

EDCi provides infrastructure and call center technology services and solutions to clients throughout North America. Through our partnership and certifications with leading technology providers including Citrix, Cisco, Genesys, IBM and Microsoft, our customers receive the highest quality of product and service the industry has to offer.

EDCi delivers cutting edge technology to its clients to address very specific client needs. As the Technical Writer, you will act as the intermediary between the Engineering staff at EDCi and the end customers. You will interface with multiple dynamic teams at EDCi and at EDCi's clients to build out technical papers and instruction manuals for EDCi end clients.

As a technical writer, you will write instruction manuals (training materials), white papers and case studies as well as standard operating procedures. This position works with dynamic teams and dynamic clients on new and exciting technologies and processes. The technical writer is responsible for documenting internal processes, training on those processes, writing standard operating procedures, writing case studies, and producing white papers as well as creating syllabi so that EDCi partners' training staff will use to train their employees on the new technology.

Come join a high-performance team! At EDCi, we are more than just technologists. We are a team passionate about the work we do, and a family dedicated to building on our strengths and improving our challenges both individually and collectively. EDCi is an organization that takes pride in recognizing balance and the importance of family. If you're a talented professional looking to help lead a cutting-edge growing company and seek a flexible, family-oriented work environment, we want to talk to you!

When you join the EDCi team, you'll receive many perks, such as:

- Remote work from home
- Paid holidays, vacation and sick time
- Bring Your Own PC Policy
- Cell phone reimbursement
- Casual dress
- Funded training and certifications
- Health, dental and vision insurance
- 401K match

And much more!



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RESPONSIBILITIES:

- Create and organize training curricula
- Manage and create training materials
- Manage specific tasks within client projects related to building training materials and organizing around training needs for the client as they are related to the project
- Manage specific tasks around processes and optional training request for clients requiring support
- Conduct client training in a trainer format
- Maintain and document internal processes
- Ensure all artifacts created for processes and training are evergreen
- Must have the ability to operate with minimal supervision and effectively communicate with both internal and external customers

PRIMARY/ESSENTIAL SKILLS AND QUALIFICATIONS:

- 1+ year experience in Genesys Cloud CX (Purecloud) technology
- Genesys Cloud CX certification is a plus
- Knowledge of telephony architecture and Genesys Cloud CX dependencies
- Experience in delivering business operations and/or customer experience initiatives
- Understand best practices for a service organization
- Development experience and/or mindset
- Excellent client service attitude and team focus

SECONDARY/OPTIONAL SKILLS AND QUALIFICATIONS:

- Create and organize training curricula
- Healthcare industry background
- Natural language bot flow development experience
- Leadership experience
- Business analysis experience or having been part of transformation projects
- Understand how budgets work along with how to creatively achieve strategic initiatives