

LOCATION

Houston, Texas, U.S.A.
Denver, Colorado, U.S.A.
Multiple locations, California, U.S.A.
Bangalore, INDIA

OBJECTIVE

Produce accurate, on-time documentation based on a thorough understanding of client requirements and expectations. Build and maintain long-term client relationships and seek new and expanded business opportunities. Effectively self-manage time and workflow for maximum billability.

JOB QUALIFICATIONS

- Bachelor Degree or equivalent experience.
- 10 plus years of industry experience.
- Expertise in relevant software tools.
- Ability to mentor others and provide effective feedback.
- Ability to lead a small team
- Ability to design a project plan and fulfill it.
- Proven ability to learn new subjects quickly and write about them clearly.
- Technical writing experience in a related field.
- Proven ability to deliver excellent service and quality documentation on time.
- Strong interviewing and listening skills, with the ability to map complex information.
- Ability to deliver content in print or electronic format.
- Ability to learn and follow varied and complex procedures.
- Ability to multitask effectively despite ambiguity and sometimes-conflicting goals.
- Strong interpersonal skills with the ability to communicate effectively.
- Proven ability to be an effective team player.

JOB DUTIES

- Produce and deliver to the client only technically accurate, high quality, on-time documentation based on a thorough understanding of client expectations.
- Build and maintain strong client relationships that result in repeat and expanded business.
- Work to exceed client expectations and enhance loyalty by going an extra mile for the client, doing “whatever it takes.”
- Learn all Integrity service offerings and offer your client(s) QA, CAD or Creative Services, where possible.
- Take responsibility for ensuring QA on every deliverable assigned to you.
- Work to become a subject matter expert (SME) by doing thorough research and building quality relationships with client SMEs.
- Track and report project status at predetermined intervals in writing to your client and manager.
- Interview and regularly interact with product developers and other SMEs, building solid relationships with them.
- Communicate clearly and courteously in writing, in person, and over the phone, mindful of confidentiality issues.
- Quickly communicate new project / job requests to your manager. Learn to identify and articulate project scope changes and communicate those to your manager quickly.
- Deliver excellent service and quality documentation on time.
- Formally lead Integrity teams.
- Act as back up support to Integrity Project Managers.
- Perform other duties as assigned.

In India, interested applicants should apply by sending a resume to jobs-india@go-integrity.com.

In the U.S., interested applicants should apply by sending a resume to jobs-usa@go-integrity.com.

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