

## JOB DESCRIPTION

Position: **Technical Training and Support Executive**

Reports to: **Manager, Production & Digital Content**

Department: **Operations**

Location: **Mumbai, India**

Travel: **Occasional/As required**

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### Overall Responsibilities:

Provide training for external and internal users (editors/authors) of the application, via Skype, phone or in-person working-group sessions. Create and maintain training documentation for the online application Journal on Web (JoW). Work closely with the production and systems teams to maintain a thorough understanding of the current workflows, as well as business and client needs. Respond to client queries within agreed turnaround times. Provide appropriate documentation and training to external and internal users when new versions of the application are released. Work closely with technical/systems team to report and rectify bugs reported in the application by client.

Create FAQs and regular email communication for clients to clarify common issues.

To be responsible solely or jointly with others for specified tasks on behalf of the operations/systems team.

### Primary Responsibilities:

- Provide JournalOnWeb application trainings to our editors
- Develop/maintain application reporting for clients/provide trainings to enable clients to run reports
- Troubleshoot manuscript status, files and detail issues, if reported any problem by client.
- Respond to the queries and issues reported from internal/external clients
- Reporting application bugs and problems to the technical/systems team
- Produce new Online Help and support guides as required by the internal/external clients
- Improve the usability and comprehensiveness of the support documentation

### Required skills:

- Excellent communication skills in both written and verbal English
- Good organization skills and ability to prioritize work load
- Ability to work collaboratively in a team environment
- Able to work independently, with minimal supervision
- Eye for detail, methodical and consistent approach
- At least 2 years of experience in technical support
- Experience working in an electronic publishing environment and with online applications
- Experience working with online help and help authoring tools

### Technical Knowledge

- Understanding of MS Word, MS Excel and MS PowerPoint for producing documentation
- Some understanding of HTML and authoring / editing tools (but not essential)
- Experience of creating documentation and templates

### Desirable

- Graduation in Science / Commerce or Diploma in any field related to computing
- Qualification in customer support
- Electronic Library's research experience