



## CONFLUENCE

**Job Title:** User Education Specialist  
**FLSA Status:** Full-Time/Exempt  
**Supervisor:** Manager of Software Quality

**Date:** January 1, 2011  
**Department:** Product Management  
**Job Code:** DVP-11-005

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Confluence is the global investment management industry's leading provider of automated data management solutions. Confluence helps investment management companies gain unprecedented control by automating the collection, creation, confirmation, and of delivery investment product data. The Confluence Unity™ platform addresses a wide range of problems—from performance measurement to customized reporting—for a full array of domestic and international products, including mutual funds, and variable products, hedge funds, and alternative investments.

### Purpose

A user education specialist focuses on consumer-focused technical writing to enhance Confluence software solutions and contribute to realizing the vision of Confluence products. A user education specialist may work on product manuals, on-line help, operations manuals, maintenance manuals, training manuals, multimedia presentations, and any other documentation which can be used to enhance the usage and value delivered with a product. The user education specialist will also support the Marketing department by reviewing marketing literature and contributing to Confluence Web sites.

### The Challenge

A user education specialist at Confluence is an active participant in all product development teams. This person is responsible for reviewing system requirements, analysis models, design documents, and providing feedback on those documents to assist the team in defining product features and enhancing the user experience. The user education specialist must be able to translate these documents into meaningful documentation for both the business and technical user. A user education specialist should be able to understand and describe complex business user tasks, as well as the more technical aspects of product installation, configuration, and database maintenance.

### Primary Responsibilities

- Development of education materials for internal and external users and stakeholders of Confluence products.
- Produce and maintain product documentation, training materials, and release notes.
- Participate on all product development teams.
- Update, edit, and format process documentation.
- Assist with internal training for both products and processes.
- Maintain Confluence Web sites, as directed by Marketing and Client Services.
- Review and edit written communications for clients and prospects, as requested.
- Assist Marketing with editing and publication of the Confluence client newsletter.
- Other duties as assigned



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## Required Skills

- Experience writing business user documentation, technical documentation, and help files.
- Highly proficient with Microsoft Word; strong skills in Excel, PowerPoint, and Outlook.
- Experience following style guide, branding standards, and detailed instructions.
- Strong verbal and written communications skills, including the ability to make proposals to people across the organization, obtain buy-in, and resolve conflicting interests.
- Ability to work in a team environment, including keeping forward momentum on projects and working with team members to achieve a common goal.

## Preferred Skills

- Experience with multimedia training and computer assisted training.
- Experience writing and developing training materials; making presentations.
- Experience creating common online help, such as HTML Help, WinHelp, or NetHelp.
- Experience maintaining Web sites in Dreamweaver, FrontPage, and SharePoint.

## Education and Work Experience

- Degree in English, Journalism, Instructional Design or equivalent.
- Two to five years technical writing experience.

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To apply for this position, please send a cover letter (including job code) and resume.

**Attn: Human Resources  
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