Technical Education Consultant

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Company: OneStream Software

Location: United Kingdom

Category: other-general

ABOUT THE JOB

We're looking for a Technical Education Consultant (TEC) to join our Product Knowledge Team. TECs are continually learning about new OneStream features and functionality to establish themselves as subject-matter experts. They use their technical expertise to develop engaging and effective educational content to enable the OneStream Learning Community, which includes customers, partners, and employees.

This position requires an exciting mix of technical skills, writing skills, content development skills, instructional design skills, and creativity. In this role, you will utilize your unique skills and talents to design and build engaging and effective educational content.

To succeed in this role, you must be a self-starter, accountable, driven, ethical, hard-working, personable, and persistent. You must be effective working independently and with a team.

You do not need to be an expert in financial reporting and budgeting systems, databases, and programming languages, but exposure to these areas is expected.

RESPONSIBILITIES:

Analyze the learning needs of the OneStream Community.

Design technical content and learning assets to address specific needs, requirements, and objectives.

Develop effective and efficient learning assets based on the needs and requirements of the OneStream Community.

Write detailed, organized, and clearly structured technical content documents that are within

scope and meet specified learning objectives.

Collaborate with subject-matter experts to ensure the technical accuracy of content documents and learning assets.

Collaborate with cross-functional teams to gain an in-depth understanding of upcoming product features, enhancements, and changes.

Maintain existing learning content to keep learning assets current.

Adhere to department processes, standards, and brand guidelines for all learning assets and projects.

Focus on innovation by looking for opportunities to improve the efficiency and effectiveness of learning assets.

DESIRED SKILLS AND EXPERIENCE

Knowledge and Experience

Either 4+ years of work experience as a Technical Training Content Developer or Technical Writer, preferably CPM software, or 2+ years of OneStream implementation experience in addition to experience developing OneStream training content for client implementations and facilitating client training sessions.

BA/BSc Degree in Technical Education, Technical Learning and Development, Technical Writing, Technical Communications, or other relevant field. Exposure to Information Technology, Accounting, or Finance is a plus.

Experience writing, editing, and proofreading technical training content or documentation.

Nice to Have

Experience building e-learning content using Articulate 360 tools such as Rise 360, Review 360, and Storyline 360 or equivalent e-learning tools.

Experience creating and editing videos with tools such as Camtasia.

Familiarity with markdown languages and using tools such as Skillable to build lab exercises.

Expert-level Microsoft Office user.

Experience creating visuals and graphics to creatively convey complex technical topics.

Experience designing and building interactive workshops, simulations, lab exercises, and other hands-on learning assets.

Experience writing learning objectives and microlearning objectives to develop clearly structured content that is within the scope of the stated objectives.

Technical proficiency with an understanding of enterprise technologies.

Experience in a growth organization where quick thinking and flexibility to change are essential.

Comfortable speaking / teaching / articulating to large groups.

Experience with OneStream or equivalent CPM software.

Knowledge of SQL database technologies and database management.

Personal Attributes

Excellent listening, verbal, and written communication skills.

Strong attention to detail.

Excellent organizational and time management skills.

Quick learner and adaptable to learn new processes, concepts, and skills.

Passion for learning new technologies /software.

Ability to work collaboratively and independently.

Self-motivated and adaptable.

Strong work ethic, initiative, and drive.

Legally authorized to work for any company in the country where this position is located without sponsorship.

WHO WE ARE

OneStream® is an independent software company backed by private equity investors.

OneStream provides an intelligent finance platform built to enable confident decision-making and maximize business impact.

OneStream unleashes organizational value by unifying data management, financial close and consolidation, planning, reporting, analytics, and machine learning. We empower Finance and Operations teams with AI-enabled insights to make faster and more intelligent decisions every single day. All in a single, modern CPM platform designed to continually evolve and scale with your organization. To learn more visit .

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