

Program Manager, Document Management and Technical Training Content

Americas (virtual)

The Program Manager of Document Management and Technical Training Content will be an integral part of the global Organizational Development and Learning (ODL) team to ensure a high-quality technical training experience for internal team members and clients. Reporting into the Director of Global Knowledge and Learning Services, the Program Manager will partner with the technical training and data/analytics teams to ensure delivery of on-demand technical training content through world-class document management support.

The role will have governance over the entire technical training content body of work and all related projects, including rebranding 200+ quick reference guides (QRGs), managing the production of multiple training documents each week, and workflow management of all content updates for weekly system enhancements.

The ideal candidate will possess a successful track record of document management and project management, a sense of humor, a willingness to help as needed in a rapidly growing organization, and an eagle eye for clean, error-free documents as the final quality control check for all new training content.

What you'll get to do:

DOCUMENT MANAGEMENT

- Serve as subject matter expert in document management lifecycle
- Support Director of Global Knowledge and Learning Services with knowledge and document management software and automation initiatives
- Manage 200+ piece technical training micro-learning library of internally created QRGs, videos and e-learnings for our proprietary software and core systems
- Manage regular audit cycle for all library content to ensure training materials reflect current system and process improvements
- Manage, design, and use document templates and content management systems
- Proofread documents for formatting and quality in accordance with internal document standards and style guides

PROJECT MANAGEMENT

- Manage weekly workflow of 10-15 training content pieces in varying stages of design, audit, and approval (average project lifecycle is 2-3 weeks)
- Ensure weekly system enhancement changes are incorporated into micro-learning library content
- Manage standardization and rebranding of technical training micro-learning library using branded templates

TECHNICAL TRAINING CONTENT DESIGN

- Redesign outdated content to ensure quality control



- Partner with regional learning and development teams to build solid understanding of business processes and proprietary systems
- Turn extensive technical training documents into series of micro-learnings to build comprehensive content library covering full functionality of proprietary systems

Skills and experience we value:

- Bachelor's degree in knowledge or document management or 5 years of corporate experience in knowledge/document management
- Master's degree or professional certification in knowledge management, document management, and/or project management (preferred)
- Extremely strong attention to detail in communications and design deliverables
- Ability to convey technical concepts in clear, concise, easy-to-understand language
- Self-directed and proactive with ability to stay on track in fast-paced, rapidly growing organization
- Manages work well, establishes timelines, and maintains clear priorities
- Proactive and takes initiative and ownership
- Plans for and anticipates potential obstacles and always has backup plan
- Strong relationship-building skills and cheerful demeanor
- Displays courage and instills trust through integrity
- Ability to utilize instructional design best practices including ADDIE and Kirkpatrick a plus
- Experience designing on-demand technical training content for proprietary systems a plus
- Experience in staffing industry, software industry, or Human Resources operations a plus

Benefits and location:

- The position is fully remote
- Eligible for variable compensation plan based on performance and company goals
- Paid vacation, sick days, and holidays
- Medical, dental, and vision insurance
- 401(k) retirement plan
- Voluntary life insurance
- Flexible Work Program (work from home and hybrid options)
- Many more ancillary benefits
- Periodic travel of less than 10% (typically less than 10 days per year)
- Pursuant to Colorado Equal Pay for Equal Work act (SB19-085), if this job is performed in Denver CO, the salary range is \$90,000 - \$125,000. Compensation will be determined based on candidate location, skills, experience and review of market rate analysis.



How to apply:

Send your cover letter and resume to recruiter@people20.com and reference the job title and location.

About People2.0

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People2.0 enables talent providers, large and small, to place anyone in any work arrangement, anywhere—simply, quickly, and compliantly. Our global team is dedicated to helping our customers expand their value proposition, optimize opportunities to access the global talent pool, and create a borderless world of unlimited growth for their business. [People20.com](https://people20.com)

People2.0 is committed to providing equal employment opportunities to all associates and applicants without regard to race, color, national origin or ancestry, citizenship status, religion, sex (including pregnancy, lactation, childbirth or related medical conditions), sexual orientation, physical or mental disability, age, veteran status, uniformed servicemember status, gender identity, genetic information (including testing and characteristics) and any other characteristic prohibited by federal, state or local law. Our commitment to equal opportunity employment applies to all persons involved in our operations and prohibits unlawful discrimination by any employee, including supervisors and co-workers.

In furtherance of this commitment, the Company is committed to providing a work environment that is free of prohibited harassment. As a result, the Company strictly prohibits sexual harassment and harassment against applicant and employees based on any legally recognized status, as defined above, or any other status protected by federal, state, or local laws.