

# Implementation and Training Manager – Job Description



## **About FSB Technology**

FSB was founded in 2007 by sports betting veterans who understood that consumer demand, live betting, smartphone penetration and evolving European gaming regulations would fundamentally change the operations behind a modern betting and gaming service. The founders of both Sportingbet and Betfair backed the business, and they've since become the industry's tech leader. Over the past decade, FSB have refined their technology and now offer the most customisable, efficient and reliable omnichannel sports betting platform – complete with tools that help you drive revenue, reduce operating costs and maximise marketing ROI.

## **The Role**

The Implementation and Training Manager is responsible for developing, updating, publishing and delivering end-user software manuals and online help, instructor and guides, training scripts, and other documentation in support of products for technical and non-technical users. The Implementation and Training Manager role is to work independently or with a team to plan, develop, write, and edit multiple communication mediums, including product service manuals, online application help, bulletins, and any other type of required informational or procedural documents. Conduct interviews and demonstrations with various subject matter experts (SMEs) throughout the organization to gather required information or procedures. Utilize the defined department review process (SME, Peer, Customer, final version) before disseminating communications to all internal and external audiences. Produce and maintain high quality, accurate documents/multimedia that conforms to the Documentation Style Guides. Perform in a leadership capacity when called upon to do so. Create new document/multimedia templates and edits existing templates for department-wide use.

## **Responsibilities**

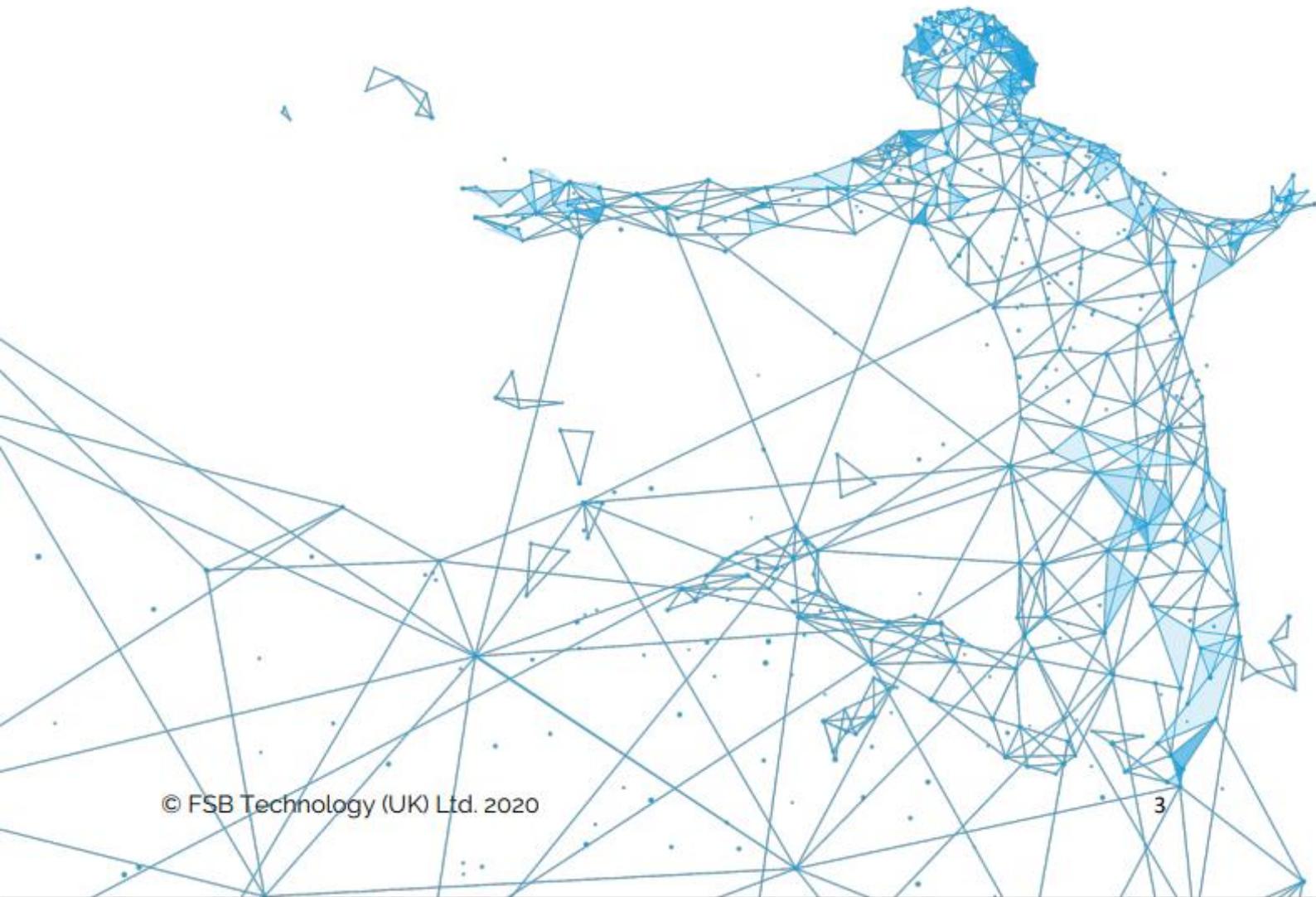
- Produce high-quality, on-time communications in support of new product submissions or existing products in the field or for regulatory agencies. Translating complex and technical information into an intuitive and clear format.
- Produce marketing communications material. This content may include announcements of new product features, print & online ads, press releases, product sheets, and company flyers/brochures.
- Create multimedia content for inclusion in communications. This content may include video footage and tutorials using Adobe Captivate software, Flash animations, etc.
- Leverage basic understanding of software development lifecycle to support development of various technical documents that includes but is not limited to requirements,

specifications, and end user documentation

- Work Closely With Technical and Non-Technical Team Members
- Create Diagrams, Drawings and Charts to Explain Product Usage
- Develop and Maintain Standard Operating Procedures
- Write clear, understandable documents that follow the writing standards and processes defined by the Operations department
- Interview the appropriate software engineers, support staff, and quality assurance personnel to understand functionality and to determine the documentation needs throughout the project lifecycle
- Interact with relevant internal and external clients for training information
- Participate as project lead if requested and provide regular interaction with other project leads on work assignments and schedules
- Assist in answering Request for Proposals (RFP)
- Develop training material
- Complete editorial reviews of peers' documents

### **Skills/Requirements**

- Bachelor Degree
- Must have writing experience using various desktop publishing applications (such as FrameMaker and Word) within a software development environment
- 10+ years of experience with MS Office products
- Must have experience producing various types of documents such as end user guides, online help systems, quick reference cards, reference manuals, and functional specifications
- Document planning, research, writing and editing proficiency
- 5 years of experience in training and proposals writing



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