M&O Documentation Specialist (part-time, miscellaneous wage)
Facilities, Real Estate and Auxiliary Services

Description
The M&O Documentation Specialist assists the Information Services department in providing a single-stop location for historical information as well as current, ready-to-use documentation related to the University's facilities maintenance and operations functions. Under indirect supervision, develops, revises and archives documentation related to facilities management systems and services including Standard Operating Procedures (SOPs), Standard Management Instructions (SMIs), applications, training guides, performance reporting, and department policies. Interviews subject matter experts to understand and document processes, workflow and sequence of operations. Prepares reports and checks for accuracy, continuity and quality. Updates historical records as required. Develops and maintains documentation system that enables creation, cross functional input, training and review cycles.

- Develops written procedures and work flows from oral interviews with maintenance, operations and project personnel at all levels.
- Organizes, updates, and maintains standardized documentation (narrative, graphics, and context).
- Seeks out historical documentation as well as locates missing documentation through available resources
- Researches information gaps as requested by documentation service users.
- Assures continuity between department process, procedure or work practices.
- Coordinates cross-department activities including maintaining and organizing both paper and electronic documentation.
- Monitors and maintains a tracking system for all document control and facilities procedure requirements for facilities.
- Maintains a comprehensive audit trail for historical reference and review purposes.
- Tracks documentation status on active, inactive and cycle reviews.
- Obtains appropriate approvals for newly documented or revised procedures.
- Serve as a technical resource in procedural identification and documentation.
- Performs other related duties as requested.

Requirements
Relevant experience and education in technical writing or a related technical field. Experience in documentation management or library experience is preferred. Progressive experience in technical writing and/or documentation specific to facilities management. Strong communication, organizational, and interpersonal skills. Demonstrates proficiency with PC platforms and software. Must have in-depth experience in research, editing and word processing.
Compensation
This is a part-time, non-benefitted position. Work hours are typically scheduled within regular business hours. Hourly rate is competitive and dependent on qualifications. The number of daily and weekly hours will vary depending on operational needs.

Apply
Submit a current resume, writing samples, a one-page cover letter, and names, addresses, and telephone numbers of at least three references to ptsc@facilities.udel.edu. In your submission, include any scheduling considerations that affect your daily, monthly and seasonal availability for work.

Employment offers will be conditioned upon successful completion of a criminal background check. A conviction will not necessarily exclude you from employment.

The University of Delaware is an Equal Opportunity Employer which encourages applications from Minority Group Members and Women. The University's Notice of Non-Discrimination can be found at http://www.udel.edu/aboutus/legalnotices.html