

Repaving MaineStreet Training Documentation Assistant (intern position)

I. Primary Purpose

The University of Maine System (UMS) has embarked on a [multi-year initiative to improve our MaineStreet systems](#). The initiative is comprised of three primary projects: implementations of HR & Finance Oracle Cloud platforms and a reimplementation of PeopleSoft Campus Solutions (student information system). The UMS Information Technology team is seeking student interns to join our team and contribute to this crucial initiative.

The Training Documentation Assistant will work closely with Repaving MaineStreet project teams to assist in the planning and development of end-user training documentation including job aids and process documentation. In this role, the intern will have the unique opportunity to participate in critical phases of a major, high-profile project that will impact various business and functional areas.

II. Essential Duties

Internship responsibilities include:

- Assist with planning and developing training documentation for the Repaving MaineStreet initiative.
- Follow defined documentation processes, standards, and style guides.
- Participate in project team meetings and application review/testing cycles.
- Collaborate with project subject matter experts (SMEs) to develop training content.
- Review training materials with SMEs for completeness and overall understandability by all end-users.
- Coordinate with SMEs and project managers to prioritize training documentation requests.
- mManage multiple documentation tasks and deliver on deadlines.

III. Reporting Relationship

Reports to the Director of IT Projects and Professional Services.

IV. Qualifications

- Enrolled in an undergraduate or graduate program in English or a related major with technical communication, editing, or related emphasis.
- Excellent writing and editing skills.
- Ability to translate complex information into simple, easy-to-understand language.
- Ability to develop productive and collaborative relationships with project stakeholders.
- Strong attention to detail.
- Proficient with Google Suite applications, and Microsoft Office Suite, including Excel, Word, and PowerPoint.
- Ability to manage and prioritize multiple tasks.
- Ability to work collaboratively in a team environment.
- Ability to maintain a high level of confidentiality.
- Ability to develop productive and collaborative relationships with project stakeholders.

V. Other Details

- The Training Documentation Assistant will work roughly 8-10 hrs/week, beginning in mid-May through summer 2023 with the possibility to extend work into fall 2023.
- Exact hours and start/end dates can be flexible.
- Much of the work for this internship will be conducted remotely.
- Interns will be paid according to UMaine hourly student employment [rates](#).

- Interns will be eligible to receive college credit for this internship, if they chose, by taking ENG 496: Field Experience in Professional Writing in fall 2023.

To Apply: Please send a resume and cover letter as PDF documents to Dr. Katie Swacha (kathryn.swacha@maine.edu) by **Monday, April 3, 2023** to apply for this position. Include “Training Documentation Assistant internship” as the subject line of your email.