

Content Analyst Job Description

Irrevo is looking for a Content Quality Analyst to join its elite Content Optimization Team. The Content Analyst will have a high degree of visibility with senior leadership within Irrevo and the clients we support.

This role will telecommute and report to the Director, Content Services and Delivery.

Responsibilities

The Content Quality Analyst will assist in the identification of business requirements around content and knowledge management on an organization and process level and will work to develop knowledge and expertise in multiple areas relating to such requirements.

- Support knowledge articles for our client through gap analysis, working with SMEs, editing, and publishing to web site
- Work with groups and subject matter experts throughout the organization to support individual and local information search and retrieval needs.
- Contribute to, and work in cooperation with, other standards and business process groups throughout the organization.
- Work with clients to establish business objectives for content projects
- Perform content gap analysis on current state procedures and policies to develop future state and single set of process and procedures.
- Define and document Knowledge Management processes, procedures, and identify/track measures
- Participates in the design and configuration of the knowledge management tool
- Develops and manages the data collection process for the knowledge management tool
- Analyze the individual parts of an overall project to form a holistic view of the end state with emphasis on creating and recording new processes, tasks and documentation

Qualifications

- Proven experience of Knowledge Management processes
Strong technical writing and copy editing skills
- Experience with the analysis of the individual parts an overall project to form a holistic view of the end state with emphasis on creating and recording new processes, tasks and documentation
- Demonstrated strong organizational skills with attention to detail; strong analytical skills; and strong time management skills

- Experience leading cross functional work teams; delegating responsibilities; providing direction and motivation to others
- Demonstrated experience with identifying, tracking and managing project issues / challenges and ensure they are reported on and resolved in a timely manner
- Demonstrated experience with Service Management tools
- Proven ability to be detail, deadline, and results-oriented
- Ability to manage priorities and workflow
- 5-7 years of experience in content management and/or process analytics field.
- Experience working in a customer service, call center, or IT help desk environment.

Required Education

Bachelors Degree

Other Requirements

- Demonstrated proficiency with Microsoft programs including Word, Excel, and PowerPoint.
- Access to, and proficiency with personal computer (PC)
- Telephone
- This is a contract position with the potential of a temp to permanent employment opportunity

To Apply

Email your resume to jointheteam@irrevo.com