



## Documentation & Training Manager

Semiconductor devices provide the foundations on which progress in the technology sector is enabled. From Smartphones to Artificial Intelligence, 5G communications to autonomous vehicles, all are made possible through advances in semiconductor processes. Scaling these processes requires sub-nanometer measurement of increasingly complex 3D structures to enable more powerful devices. At **Infinesima** we have pioneered a revolutionary atomic precision 3D metrology technology which has been qualified by leading companies in the semiconductor industry and we believe is essential for continued progress. To quote Lord Kelvin, *'If you can't measure it you can't improve it!'*. Come and join our dynamic team to enable the semiconductors for tomorrow's technological developments.

Do you have experience in developing and delivering training material & technical documentation for complex technology products? We currently have an exciting opportunity for a Documentation & Training Manager to join our team.

The prime function of the role is to develop and deliver technical documents & product training to Infinesima customers and support engineers and provide support across the company to enable teams to develop their own internal technical training programs.

Location: Abingdon  
Reporting to: Customer Support Director

### The Opportunity

We are seeking a driven and Documentation & Training Manager to join our team and play a pivotal role in shaping our knowledge strategy. The post-holder will manage the transmission of knowledge to team members, distributors and customers, creating and delivering some of the content directly and providing a framework for others to develop and deliver their own content. Working with the development team the Documentation and Training manager will capture and document how product upgrades will be implemented and operated. They will take responsibility for managing the documentation thread of gated development projects and ensure that procedures, manuals and training material reflect the projects outcomes.

## **Key Responsibilities**

- Manage the knowledge strategy to deliver information in an appropriate form and in a timely manner to allow team members to fulfil their roles and responsibilities.
- Manage our technical publishing contractors to produce and revise manuals and technical documents.
- Deliver training in the UK and occasionally overseas to colleagues, distributors, and customers.
- Manage the customer support skills matrix and develop training programmes to fulfil.
- Work with the engineering team to document procedures and instructions for upgrades and improvements
- Manage tools to share factory & field generated best practise in fault-finding and recovery.
- Design and develop training courses & materials for internal and external audiences.
- Provide support for other teams to manage their documents and training materials.

## **Personal Qualities**

- Proven ability to understand & then distil complex concepts and methods into clear methods and processes.
- Excellent communication/customer facing skills.
- Strong organisational and time management skills to manage multiple projects simultaneously.
- Meticulous attention to detail
- Ability to work independently and as part of a multidisciplinary team.
- Excellent analytical and problem-solving abilities to identify training gaps and develop effective solutions.

## **Education**

- Bachelor's degree or higher in a related engineering/ physics discipline

## **Professional Skills**

- Excellent verbal, written and graphical communication skills.
- Proficient in adult learning principles and instructional design methodologies
- At least 2 years experience working with high value complex capital equipment
- Experience of technical publishing software and methods

## **Benefits:**

In addition to a competitive salary and an annual bonus. Infinitesima offers flexible working hours, hybrid working, 25 days annual leave, death in service and private health care benefits, personal pension contributions of 4% with salary sacrifice and a generous EMI Share scheme.

*All qualified applicants will receive consideration for employment without regard to race, colour, religion, sex, sexual orientation, gender identity, national origin, or disability.*

*Note to recruitment agencies: Infinitesima Ltd only works with approved agencies and does not accept unsolicited agency CVs. Please do not submit candidate details in response to this advert, or to any Infinitesima Ltd employees. Infinitesima Ltd is not responsible for any fees related to unsolicited CVs.*