



Example of Service Information Developer Job Description

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Our innovative and growing company is looking to fill the role of service information developer. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for service information developer

- Provide expertise to federal sponsors in implementations of ITSM tool suites
- Produce service information that has a positive impact on safety, efficiency, and profitability of dealer service operations
- Collaborate with product groups to ensure accurate service information for each NPI program, CPI project, and Service literature revision requested
- Create and maintain Special Instructions, Troubleshooting Guides, System Operation Guides, Testing and Adjusting Instructions, and Periodicals
- Manipulate images provided by the product groups and or create graphics using 3D models for service information
- Using Pro/e, CAD drawing tools and official tools to develop and electronically author a variety of service information types that is Operation and Maintenance Manuals, Disassembly and Assembly Manuals, Hydraulic Schematics/ System Operation Manuals, Service Tools, Troubleshooting, repair video to operate, maintain and repair SEM equipment
- Research of product service requirement and completed in a timely, accurate manner
- Publish the creating service information to dealers and customers via SEM Digital Platform and SEM Product Sharing Platform
- SEM product change into service information as identified by ECNs (Engineering Change Notices) and for resolution of customer reported data discrepancies

Qualifications for service information developer

- Proficient in the use of a PC including
- Typically a technical Bachelor's degree or equivalent experience and a minimum of 6 years related experience
- A recognized expert in technologies within own technical community and also at regional level
- Typically a Bachelor's degree in Engineering, Math, Science, or related field and a minimum of 0-2 years of related experience
- Healthcare Domain Knowledge preferred but not mandatory
- Entry level in creating Data Flow diagrams, Process Flow Diagrams, Architecture diagrams, Data Model Diagrams