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## Knowledge Analyst Internship

### Responsibilities:

- Partners with business areas to write or update communications
- Uses appropriate brand, compliance, and knowledge standards to provide clear instructions
- Works with Contact Center trainers and instructional designers to incorporate instructions and support material into curriculums

### Requirements:

- Pursuing a degree in Communications, English, Journalism, Technical Writing or a related field
- Must be able to work full-time hours from late May to early August 2019. The internship may be extended part-time into the fall semester; depending on the availability of the student, the needs of the company, and strong work performance.
- Graduation date of August 2019 or beyond
- Ability to analyze complicated processes and jargon and turn into language understood by our customers
- Ability to work effectively with all areas of management
- Ability to work in a fast-paced environment
- Demonstrates solid organizational, prioritization, multi-tasking, and problem-solving skills

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