User Assistance Designer

SumTotal Systems LLC, A Skillsoft Company

SumTotal & Skillsoft are people-powered, focusing on relationships, diversity, and accessibility; based on a casual, down-to-earth work environment. Learn more at https://www.skillsoft.com/about/culture/ & https://www.sumtotalsystems.com/about/.

Customer-Empowering Solutions

Part of SumTotal's Product Experience team, User Assistance (UA) Designers build solutions that empower customers as an evolution of both documentation and training.

Robust, Multi-Modal Training Systems

- Design and build engaging training programs for employees
- Facilitate technical learning sessions for partners
- Create e-learning curricula for customers and employees

Comprehensive Documentation

- Write accurate, thorough product documentation accessed millions of times a year
- Facilitate and create in-line training media, such as videos and demos
- Support online help site & leverage modern web technologies

Consistent, Easy-to-Use Products

- Participate in the design & development process
- Champion the customer experience to Product Management & Engineering
- Leverage analytics to make strategic content and style decisions

User Assistance Team

Michael Todd, UA Designer | about.me/mtodd326

Michael has worked as a UA Designer for nearly two years, specializing in instructional design, project management, technical writing, and analytics.

He volunteers with non-profits as an instructor and project manager, and has previously worked as an operations supervisors & training supervisor for UFIT.

David Payne
Senior Manager

Dee Hogan
UA Designer

Deepak Mohanty
UA Designer

Delroy Thompson
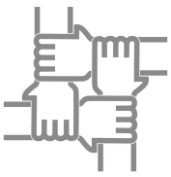UA Designer

Laura Coffey
UA Designer

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More on Being a User Assistance Designer | Michael Todd

I started as a User Assistance Designer after I completed a Master's Degree in Management. I was drawn to the position because it involves multiple interests, namely instructional design, writing, and handling multiple projects across multiple groups all at once. The job, team, and company are all engaging and rewarding.

More questions? Find me at about.me/mtodd326 or email Michael.Todd@SumTotalSystems.com

Multiple Disciplines

The various responsibilities the UA team has require a wide breadth of knowledge, from technical writing to multimedia production to usability and web design. Everyone on the UA team has a diverse set of strengths, so the collective knowledge meets those positional requirements. We all constantly learn from one another, and are open to identifying personal blind-spots. These breadth of responsibilities constantly challenge me to learn more.

Learning Environment

As a company that develops an online learning and talent management suite, SumTotal and Skillsoft provide the encouragement and tools to develop personally and professionally. In addition to assigned e-learning to help teams align with corporate strategy, the vast e-learning libraries we own are available to ourselves and our families.

Global Workforce

I get to work with people around the world every day. Offices serve communities across the US (Gainesville, IA, NJ, MA) and across the globe (Canada, UK, France, Germany, India, Singapore, Hong Kong, Australia, Japan, & Switzerland), along with quite a few remote employees. This globally connected work environment continues to expand my worldview and exposes me to more and more cultures and traditions different than my own.

Flexible Work

In addition to the release-based expectations, there are opportunities for managing, leading, or building additional projects. For example, I get to facilitate training seminars with global partners and have the agency and support to run and improve the program. I'm also learning how to implement Google Analytics and analyze results.

Office Perks

Healthy snacks. A gym stipend that I clearly don't use. Weekly breakfasts, monthly gourmet pizza, spot lunches, festivals, endless coffee, office trivia, ice cream truck visits, holiday parties, and so much more. There are so many small perks that make working in the office a great experience.

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