Joel Basart Langley, BC

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PROFILE

Senior Technical Communicator with 28 years of experience developing technical documentation, knowledge systems, online help, and customer training for software and hardware products. Experienced in content strategy, instructional design, technical research, and translating complex information into clear, user-focused content. Strong background in AI-assisted content development, Markdown-based documentation, knowledge management, and cross-functional collaboration.

TECHNOLOGIES

Markdown • ReadMe • GitBook • GitHub • SharePoint • Confluence • JIRA • Salesforce • RoboHelp • MadCap Flare • WebWorks • Adobe Technical Communication Suite • AI-assisted content development • Learning Management Systems • Camtasia • Snagit • Software QA • Agile methodology

CAREER HISTORY

Watson Consulting, Vancouver, British Columbia April 2024 – Present
Technical Content Consultant

Technical content consultant delivering documentation across contract-based projects in green energy, aviation, and manufacturing.

- Developing, reviewing, and maintaining technical documentation by working with clients and subject-matter experts to translate complex technical information into clear, accurate, and user-focused content.
- Managing varied projects and deliverables while adapting content, documentation standards, and communication approaches to meet individual client requirements and project timelines.

TelemetryTV Systems, Vancouver, British Columbia April 2024 – February 2026
Technical Content Specialist

Developed and maintained end-to-end technical documentation for software and hardware products, including architecting and launching a scalable online help system built in Markdown. Leveraged AI-assisted authoring, QA, and workflow tools to accelerate content creation, improve accuracy, and enhance customer support and marketing outputs.

- Designed and implemented a new Markdown-based documentation platform for a flagship product line, using ReadMe and GitBook integrated with GitHub version control and CI workflows.
- Established AI-assisted content development processes (drafting, audits, validation) to improve documentation quality, consistency, and time-to-publish.
- Partnered with Customer Support to deploy AI-driven first-line response workflows; defined rules, escalation paths, and knowledge-base integration to streamline ticket handling.
- Produced cross-functional content including user guides, knowledge-base articles, and marketing collateral aligned with product releases.

Argus Control Systems, Surrey, British Columbia August 2015 – December 2023
Senior Specialist, Knowledge Management (February 2022 – December 2023)

Responsible for all departmental content, leading the development of new tools, systems, and processes for improved sharing and dissemination of knowledge, including technologies such as content sharing systems, web-based applications, databases, and management information systems. Managed the internal controlled document repository, supporting the Quality department to ensure the organization followed procedures as per standards and QMS. Collaborated with the training team to create training content for both employees and customers. Accomplishments include:

- Designed Argus Learn, managing an instructional design team that created 54 hours of training from existing documentation and SME interviews, reducing employee onboarding time by over 50%.
- Developed company-wide content strategies, templates, and documentation standards to improve consistency and information management.
- Converted 200+ product manuals into video content, improving accessibility and reducing internal documentation workload by 30%.
- Introduced content and knowledge-management processes across departments, including JIRA, Salesforce, and SharePoint implementations that eliminated duplicate/outdated documents and saved Service $7,000 annually.

Senior technical communicator & Software QA lead (August 2015 – February 2022)

Managed all product documentation through the R&D department at Argus Systems, including printed user product manuals, Online Help system for Argus Titan software, specifications, and data sheets. Accomplishments included:

- Launched an online help system for Argus Titan, improving content searchability and enabling context-sensitive help within the software.
- Led software QA and regression testing for new builds, significantly reducing support issues following releases.
- Led a company-wide training initiative using video, quizzes, educational games, and 3-D animation; managed instructional and consulting teams and reduced remote customer commissioning/support by 8 hours.

Syscon Justice Systems, Richmond, British Columbia January 2014 – June 2015
Senior Technical Writer

Developed internal and customer documentation including administration, user, installation, release, and implementation guides for prison-management software. Accomplishments included:

- Created a new MadCap Flare online help system for the Workflow product, improving content organization and searchability.
- Developed training documentation, lesson plans, videos, and certification programs for implementation teams and trainers.

Vivonet, Burnaby, British Columbia October 2011 – January 2014
User Documentation Specialist

Collaborated with the Product Management team to deliver internal and customer documentation including Online Help files and training videos for restaurant-focused POS software and hardware products. Included release notes, user guides, reference guides, specifications, and implementation guides for installation staff.

EDUCATION & PROFESSIONAL DEVELOPMENT

Professional, Technical, Business, and Scientific Writing
Simon Fraser University, Vancouver, BC

Computer Systems Technology
British Columbia Institute of Technology, Burnaby British Columbia

Adobe Technical Communicator
Adobe online seminar outlining RoboHelp, FrameMaker, Captivate, and Acrobat general usage.

COMMUNITY INVOLVEMENT

Society for Technical Communication, Canada West Coast Chapter (International) 2000 - Present
Current chapter president, past treasurer, webmaster, and board member.

Regularly present webinars and events for members. Worked with the national STC on the membership committee and previously worked on committees for scheduled yearly social events.

Attended yearly STC Summit conferences and participated in seminars including:

- Information design, indexing, XML, single sourcing, project management, Adobe tools (FrameMaker, RoboHelp, Acrobat, Captivate), Usability, and Editing.