Localization Engineer

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Company: Welocalize

Location: Argentina

Category: computer-and-mathematical

As a trusted global transformation partner, Welocalize accelerates the global business journey by enabling brands and companies to reach, engage, and grow international audiences. Welocalize delivers multilingual content transformation services in translation, localization, and adaptation for over 250 languages with a growing network of over 400,000 in-country linguistic resources. Driving innovation in language services, Welocalize delivers high-quality training data transformation solutions for NLP-enabled machine learning by blending technology and human intelligence to collect, annotate, and evaluate all content types. Our team works across locations in North America, Europe, and Asia serving our global clients in the markets that matter to them. www.welocalize.com

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Overview

The Localization Engineer manages project-based and client-based technical tasks that enable accurate, efficient, and high quality delivery of localized files to required specifications. This role will perform engineering work for production projects in multiple cloud and local computer-assisted translation platforms and their integrations. The Localization Engineer will

also provide technical support to all users of translation technology hosted by Welocalize and develop scripts and macros to automate repetitive tasks for quality and efficiency improvements.

The engineer is a member of an engineering squad and attends regular squad and group meetings. As assigned, the engineer is responsible to deliver sprint tasks toward departmental innovations following agile development practices.

Main duties

Analyze and scope file engineering requirements to deliver localization projects

Develop file processing configurations in CAT applications

Develop project and client configurations in CAT applications

Document configurations and train users on correct workflow in CAT applications

Manage client Translation Memory (TM) and terminology databases for quality and leverage performance

Create TM alignments and perform TM maintenance

Migrate desktop CAT processes into online TMS processes

Manage user support tickets in Zendesk within required SLA

Configure and execute QA checks in CAT applications, Verifika, and XBench

Create issue reports for distribution to client and internal stakeholders

Perform DTP engineering of localized files in Office, Adobe, and Google suite applications

Create work estimates based on input files and project deliverables, and communicate time, costs, dependencies, and assumptions to project managers

Manage work offers in an online dashboard. Self-manage capacity and utilization to ensure greater than 90% on-time delivery performance.

Review and give feedback on self-help articles and other user assistance technical

documentation

Review and improve standard operating procedures

Identify automation opportunities and develop scripts/macros for process efficiency and quality risk mitigation

Maintain a daily time log with accurate values

Education

Bachelor's degree from an accredited institute of higher education.

Experience

1+ years of experience configuring and creating translation projects in all of the following applications: XTM Cloud, MemoQ, Trados Studio Professional, TMX editing software, XLIFF validation and editing software.

1+ years of experience creating and editing content in all of the following applications: Adobe InDesign, Adobe Illustrator, Adobe Photoshop, MS Office Suite (Word, PowerPoint, Excel), XML validation and editing software.

Can independently create functioning scripts in the following software languages within information and data security requirements: Visual Basic for applications (VBA), Python, Command-line interface (batch or bash scripts).

English reading, writing, and verbal communication skills

Key Competencies

Excellent customer service.

Ability to self-direct work under general supervision, including self-management of proposed and assigned tasks.

Good judgement when prioritizing how to respond to multiple competing requests.

Teamwork and collegiality with a global team of engineers from various cultures and backgrounds.

Problem-solving and creativity to solve issues without pre-existing solutions or instructions.

Risk management and risk mitigation.

Ownership of results and outputs.

Quality mindset. Strives for highest quality in all work.

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