

Jordan Jones

President at National Genealogical Society

Raleigh, NC, US

Senior IT Manager, Cisco Systems; President, National Genealogical Society (Non-Profit)

Biography

I manage a global team that delivers content management systems and solutions that transform 70% of the content for Cisco.com and that manage over 40 TB of data for over 70,000 monthly internal users. I manage development using agile methodologies. Previously at Cisco, I have been a technical writer, documentation program manager, manager and sr. manager of documentation, business architect, and sr. IT manager for the development, deployment, and support of authoring and publishing tools for technical documentation for print, for the web, and for online help. I have been in technical documentation authoring and tooling for over 20 years. I wrote documents and managed global technical documentation teams in the automated test equipment and networking technology sectors. At Cisco Systems, Inc., I have moved into documentation tooling roles, including Business Architect and IT Manager for content management services.

Industry Expertise

Computer Networking

Areas of Expertise

Framemaker, Documentum, CMS

Affiliations

NCAPG (North Carolina Chapter of the APG -- Webmaster), SNCA (Soc of North Carolina Archivists), APG (Assn. of Professional Genealogists), WVGS (West Virginia Gen'I Soc), NGS (Nat'l Gen'I Soc), WCGS (Wake County [NC] Gen'I Soc), VGS (Virginia Gen'I Soc), NSGS (Nebraska State Gen'I Society), CLMP (Council of Literary Magazines and Presses)

Education

California State University-Northridge
BA Honors in English

University of California, Davis
MA English

[Please click here to view the full profile.](#)

This profile was created by [Expertfile.](#)