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Technical Writer Job Description template

Technical Writer Job Description Template/Brief

We're looking for a skilled technical writer to join our team and assist us in growing our business. You are a great candidate because you have demonstrated experience in a highly specialised sector such as software development, computer science, or engineering. Your capacity to examine and analyse complicated material is unrivalled, and you have an innate drive to assist people in grasping complex concepts.

Technical Writer Job Profile

A Technical Writer develops documentation and educational resources to improve the user experience on a digital platform. Such documentation includes user guides, integration guidelines, API developer guides, in-platform instructions, installation/configuration instructions, and system operations.

Technical Writers often hold a Bachelor's degree in English, Communication, Journalism, Software Engineering, Computer Science, Technical Writing, Teaching, Curriculum Development, Scientific Publication, or equivalent professional experience.

Technical Writers must be professionals in writing for technical and non-technical audiences to connect with a wide range of consumers effectively. They're also in charge of constantly editing and amending material to guarantee users get the most incredible experience possible with a changing digital product.

Reports To

- Chief Technology Officer
- Marketing Manager
- Senior Technical Content Writer

Technical Writer Responsibilities

- Create detailed documentation that complies with corporate requirements
- Develop a thorough grasp of goods and services to convert complicated product information into clear, polished, and engaging writing
- Create user-friendly content that fulfils the demands of the target audience, transforming insights into language that propels our users forward
- Create and manage thorough reference material databases, including research, usability testing, and design standards
- Assess current content and devise novel techniques for improvement
- Conduct research, outline, create and edit new and existing material while collaborating with other departments to understand project objectives
- Gather information from subject matter experts independently to build, organise, and produce procedure manuals, technical specifications, and process documentation
- Collaborate with development and support leads to identify all documentation repositories, rewrite and amend existing documentation, and decide the optimal option for data compilation and centralised storage
- Investigate, develop, and manage information architecture templates that adhere to organisational and regulatory norms while allowing for easy data movement
- Create material in various media formats for optimal use while maintaining a consistent and coherent voice throughout all documents

Technical Writer Requirements & Skills

- A BA/BS in Technical Communication or a similar field, or at least five years' experience producing complicated documentation for web-based technologies
- Excellent writing, production, and technical editing abilities
- Excellent analytical abilities, as well as the ability to work in a fast-paced workplace with changing project needs and priorities
- Strong communication and collaboration skills, as well as the desire and capacity to collaborate with subject matter experts from engineering, support, and product management
- Work and/or writing samples in a portfolio
- Previous experience with the following tools is preferred: Confluence/JIRA, Git and Github, HTML, CSS, Jinja, JavaScript, Python, Intercom, and Mixpanel
- Experience with API documentation for REST or .NET APIs
- Experience working with and testing code samples to better understand the demands of API customers
- Thorough understanding of MadCap Flare
- Detail-oriented with a creative eye
- The ability to respond to comments on published information from both customers and internal support personnel in a timely and thorough manner
- Enthusiastic about learning and developing
- Enjoys working in a collaborative setting as part of a team
- Familiarity with documentation publishing software (MadCap, RoboHelp, Wiki-based)