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Knowledge Base Content Writer

Content writer - Writing articles - Technical writer - Documentation writer

- Career level** Middle (2-5 years), Entry (0-2 years)
- Spoken languages** English
- Job Address(es)** Timișoara (/en/jobs-in-Timi%C8%99oara)

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Responsibilities

- Writes and edits articles on the website's Knowledge Base so that the users can easily find the necessary information themselves;
- Collaborates with all departments needed to optimize the usability and accessibility of the generated content;
- Collaborates closely with the Development and Support teams to generate relevant and correct content;
- Maintains an open communication with the Knowledge Base contributors and leverages it to adapt and improve the content;
- Creates videos/gifs/screenshots and includes them in the generated content in order to better help the users understand instructions.

Requirements

- Excellent interpersonal, oral and written skills;

- Strong written and content creation skills;
- Be able to transform complex technical topics into clean communication for the customer;
- Be able to work independently as well as in a collaborative team environment;
- Be passionate about technology and customer experience;
- Has experience designing and delivering customer oriented documentation;
- Is familiar managing content in WordPress;
- Has software/technical background;
- Having 2+ years of experience as a technical writer or customer content writer represents an advantage.

Benefits

- Attractive salary package;
- Meal tickets;
- Yearly bonus based on company growth and individual achievements;
- Private medical insurance;
- Partial reimbursement for glasses / contact lenses;
- Full access to gyms/fitness centers across the country for you and your spouse (7Card);
- Birthdays celebration with birthday cakes and gift vouchers;
- Social gatherings and events, workshops, hackathons, happy hours and company retreats;
- Professional growth opportunities such as trainings, online courses, conferences
- Access to relaxation rooms with Xbox, ping pong, board games and more;
- Daily on-site massage;
- Flexible work schedule;
- Memorable team buildings;
- Health in a basket full of fruits daily + breakfast snacks;
- Rivers of coffee, tea and soft drinks.

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