Job Technical Writer

Short company description

In 2016 Alcatel-Lucent joins Nokia to become an innovation leader in next-generation networks and services. Alcatel-Lucent has been active in Romania since 1991.

Our activities include research and development, design, deployment, maintenance and consulting for service providers in Romania and globally. We have also maintained a center of excellence in Timisoara since 1991, and have established close relationships with the technical universities and surrounding community.

Requirements

General Qualifications

- Two or more years of experience writing in the software field for technical and end-user audiences. Some - experience with developer-level documentation (such as API reference guides) is preferred.
- High proficiency in the English language, with excellent writing ability and attention to detail.
- Ability to:
- Advocate for the customer in all aspects of user experience.
- Work well with others and communicate clearly and positively in a collaborative work environment.
- Gather and synthesize technical information efficiently. You must be comfortable asking questions to try to understand technical material as you become documentation expert on the product.
- Estimate and plan documentation releases accurately.
- Find creative options when faced with difficult problems.
- Work across cultures and time zones in a multinational company.
- Strong work ethic, accountability, motivation, and the desire to produce work that reflects the best of your ability.
- Experience with information design concepts, including structured writing, with demonstrated ability to design and develop documentation deliverables.
- Experience with the software development life cycle.
- Minimum of a Bachelor's degree or equivalent in a technical or communications field.
- Experience with Agile preferred.

Technical Skill Requirements:

- Experience working in Linux or another Unix-based OS, as well as experience working in Windows.
- Experience working with and understanding of concepts common to enterprise application servers (e.g., JBoss, Oracle WebLogic).
- Experience working with a version control system (e.g., Subversion) and a defect-tracking system (e.g.,

Jira).

- Proficiency with XML-based document and help authoring tools (e.g., Oxygen).

- Experience working with an XML-based semantic markup language (e.g., DocBook).

Preferred:

- Familiarity with SQL*Plus and Oracle.

- Familiarity with object-oriented programming or scripting languages, such as Java or JavaScript.

- Familiarity with web-based technologies, such as XML and HTML.

Responsibilities

As a Technical Writer at Alcatel-Lucent, you are responsible for the entire information development process, from defining deliverables to researching, writing, and verifying them. You install early product drops, execute command line and user interface tasks, and interview developers and verification team members. From this process, you write information that is tailored to specific audiences of varying technical skills ranging from developers to end users. In addition, you are responsible for following department processes, understanding the documentation tools, producing high-quality work, and adhering to schedule.

As Technical Writer, you will be part of the global Motive CXS family at Alcatel-Lucent. We create software and service solutions for Telco, cable, satellite, and mobile service providers that enhance their offer management, activation, support, analytics, and maintenance capabilities. Our software helps service providers world-wide deliver a new generation of data services into a single, connected experience for their customers.

Responsibilities

- Track new software releases, patches, and hotfixes, and develop and maintain documentation plans and schedules for them. The plans define documentation deliverables and resource requirements.

- Write installation, administration, deployment, and customization guides, API reference and developer-level guides, online help sets, and other documentation as required.

- Work with Motive CXS products to research and verify the documents you produce.

- Work with developers, testers, customer projects personnel, hosting services, customer support, and project management to complete document deliverables and to validate accuracy.

- Produce multiple deliverables with frequent deadlines and high accuracy.

- Ensure that deliverables are accessible to internal and external customers.

- Test information in peer deliverables and edit them for grammatical correctness, clarity, and compliance with corporate style.

- Act independently as general documentation contact for your product family.