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Product Content Specialist

Content writer - Technical writer

Nivel cariera Middle (2-5 ani)

Limbi vorbite engleză

Adresa/ adresele jobului 10 Bulevardul Dimitrie Pompeiu, București (/ro/locuri-de-munca-in-10%20Bulevardul%20Dimitrie%20Pompeiu,%20Bucure%**C8%99**

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Reporting to the Product Marketing Manager, the Product Content Specialist is a qualified professional with the essential ability to understand the 2checkout platform products. He/ she will work with internal and external organizations to create, improve and maintain content related to product functionalities for both internal (product presentations) and external audience (user guides, data sheets, tutorials, 2Checkout Knowledge Center, etc.).

- Work closely with Product Management, Marketing and Development team to ensure all new features and releases are well documented and presented to internal teams and our customers
- Communicate and interact with various teams across the company: engineering teams to understand feature specifications and flows, support, sales, operations, account management teams to present recent platform updates
- Writes, edits and proofs hard copy and online documents for consistency platform documentation: knowledge center, user guides, technical help documents, as well as online help systems
- Analyze and optimize the knowledge center based on website tracking and analytics
- Conduct market and competition analysis to stay up to date with market trends and ensure the public documentation is aligned
- Comply with all quality standards and procedures in terms of content quality, brand guidelines, deliver results according to project plans and deadlines, and pro-actively seek out and execute process improvements to deliver excellent customer documentation

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• Assures the most important attributes of quality documentation: accuracy, thoroughness, readability (. not ambiguous, easy to understand), usefulness, consistency and conciseness (not too long)

- Defines processes and roadmap for content modification, content globalization, content sensitivity, content accessibility / disability
- Understands the demands of changing technology, relates to clients and customers, and speaks the product language

Key requirements:

- Strong copywriting in English (preferably AE), storytelling skills and creativity coupled with at least 3 years of relevant writing experience with technical background
- Passion for turning complex technical concepts into concise, understandable end-user documentation
- Strong technical knowledge with a good grasp of technical terminology
- Excellent writing, organizational, interpersonal and communication skills are crucial
- Ability to track multiple projects simultaneously
- Awareness of trends and best practices in the information communication field – videos, demos, social media, blogging, be able to communicate complex procedures, products and concepts visually
- Experience with content management systems and understanding of content work-flows
- Ability to learn new technologies, software, and concepts quickly
- Ability to develop new topics, research, and find a unique spin on existing topics
- Experience researching and reporting on relevant industry trends and best practices
- Knowledge of, or experience with, web applications or the eCommerce industry is considered a plus
- Skills in graphics, screen capturing, interactive demos (Camtasia) is considered a plus
- Google analytics and website usage tracking tools are considered a plus

Job benefits:

- Strong corporate culture open towards innovation, commitment and people
- Young, dynamic team and international work environment
- Attractive financial and benefits package
- Flexible business hours
- Lunch every day with your colleagues at the company restaurant (within the building)
- Healthcare services for you through private medical subscription

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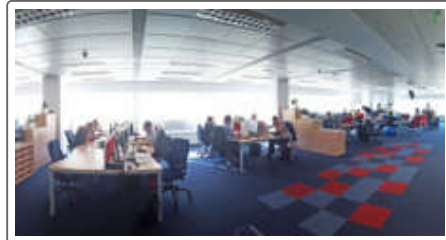
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