

# Technical Writer la Avangate - BestJobs

The Technical Writer is a qualified professional with an inherent ability to understand the Avangate platform. He/ she will work with internal and external organizations to develop, plan and write/edit internal and external technical documentation for the Avangate platform, as well as ensures that documentation is written in a manner that customers with limited to highly proficient technical product knowledge can understand and use the material.

## **Main responsibilities:**

- Writes, edits and proofs hard copy and online documents for consistency platform documentation: user guides, technical help documents, as well as online help systems
- Update existing materials, ensure consistency within the platforms presented information
- Work closely with Product Management, Marketing and Development team
- Communicate and interact with actual developers of products, support team and sales representatives
- Creates and manages document schedules, content management, and information architecture
- Comply with all quality standards and procedures, consistently deliver results according to project plans and deadlines, and pro-actively seek out and execute process improvements to deliver excellent customer documentation
- Assures the most important attributes of quality documentation: accuracy, thoroughness, readability (i.e. not ambiguous, easy to understand), usefulness, consistency, and organization
- Defines processes for content modification, content globalization, content sensitivity, content accessibility / disability (508)
- Understands the demands of changing technology, relates to clients and customers, and speaks the product language

## **Key requirements:**

- At least 3 years of relevant writing experience with
- Passion for turning complex technical concepts into concise, understandable end-user documentation
- Strong technical knowledge in the given field with a good grasp of technical terminology
- Demonstrated ability to have completed multiple, complex technical projects
- 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
- Ability to learn new technologies, software, and concepts quickly
- Knowledge of, or experience with, webapplications or the eCommerce industry is considered a plus
- Skills in graphics, screen capturing, interactive demos is 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