Technical Writer

POSTED ON:

2013 Jul 17

COUNTRY:

Romania

JOB DESCRIPTION:

In this role, you will be responsible for drawing up and maintaining the documentation of the Bitdefender enterprise solutions. You will be part of the Enterprise Product Marketing team, but you will interact with all other enterprise solutions teams, from Product Delivery, to Sales, to Support.

The ideal candidate is an experienced technical writer, with background in the software industry, able to work independently to deliver high-quality documentation, within agreed deadlines, in a fast-paced environment. If you have no experience as a technical writer, but you are proficient in English and you have strong computer and networking skills (e.g. familiar with Windows Server, DHCP, SMTP, etc.), you are also welcome to submit your application.

JOB RESPONSIBILITIES:

- · Plan, design, write (in English) and deliver accurate and high-quality documentation for intended audiences (technical and non-technical), within agreed deadlines. Documentation deliverables include user guides, administrator guides, installation guides, quick start guides, help systems, administration/configuration guides, release notes, technical papers, whitepapers, knowledge-base articles etc. Content is written in XML and outputed to various formats, including PDF and HTML, using a DocBook-based authoring system. Microsoft Office is used as an additional authoring tool.
- · Collaborate with product managers, quality assurance engineers, software developers, trainers and technical support engineers to develop documentation.
- · Collect, analyze and organize product information from various sources, including product requirements/specifications documents, subject matter experts, by testing the product etc.
- · Test products to elaborate the documentation, also providing feedback to stakeholders (product managers, quality assurance engineers etc.).
- · Review, revise and update existing documentation.
- · Continuously look for new ways to improve documentation.
- · Coordinate with Localization Manager and localize documentation into various languages, using translations made on the Bitdefender Translator portal.
- · Maintain documentation framework and tools.
- · Work together with Usability and Design team to design and develop documentation layout.

- · Edit and proofread English content written by others.

REQUIREMENTS:

- · 2+ years of technical writing experience, preferably in software industry'
- · Ideally, BS/BA in Technical Communication, English, Computer Science or related field'
- · Strong written and verbal skills in English'
- · Familiar with the Microsoft Office suite, mastery of Microsoft Word (including styles and formatting, templates)'
- · Medium to advanced knowledge of computers and networking (including Windows Server, Active Directory, TCP/IP, DHCP, Ping, etc);
- · Ability to organize information, learn complex concepts, and explain concepts and instructions clearly and concisely;
- · Excellent planning and organizing skills, able to correctly evaluate tasks and meet deadlines in a fast paced environment;
- · Excellent research, analysis and writing skills;
- · Excellent communication skills and ability to work with cross-functional teams of diverse backgrounds (technical, marketing etc.);
- · Proactive, flexible and open to new, constant positive attitude.

It's a plus:

- · Familiarity with any of the following: XML, HTML, CSS, Photoshop, DocBook;
- · English certificate or test (e.g. Cambridge CAE, TOEFL, IELTS);
- · Basic knowledge of any of the following: UNIX/Linux, cloud computing, virtualization.

JOB OFFER:

- · Competitive compensation & benefits package (including medical insurance);
- · Young, dynamic and multicultural work environment;
- · Flexible work schedule;
- · Professional and personal career development through specialized trainings.