

# Technical Writer la BullGuard Software - BestJobs

## Overall Purpose:

The Technical Writer is responsible for creating, maintaining and owning all the technical documents and repositories on External Product Systems Including Device Side and Server Side Technologies as well as Internal business systems such as backend Admin, ERP, CRM or any other systems that the company decides to implement, in accordance with its strategy. The technical writer's focus is to identify all the documentation gaps and ensure that all existing documents in the internal library are up to date, approved and available for use with each implementation project, guided by the best practices of consistency, version control, look& feel and seamless content.

## Scope (Job Summary):

The Technical Writer will work with the relevant teams, as a key representative to drive complex and strategically important technical documentation using various sources including Technical architecture documents created for the projects from the R&D and service delivery teams for the new and existing initiatives for developers and internal end-users, such as product managers, project managers, infrastructure team, QA.

Typically work on 2 – 3 projects (typically of 1 to 6 months duration) at the same time, following development standards and project procedures, involving mainly IT, but also staff from other departments.

The job holder has no direct financial responsibility but has responsibility for successful project delivery alongside the project team and their work impacts upon client satisfaction, repeat business, new business.

## Principal Accountabilities:

1. Recognized as a skilled IT professional for working closely with internal teams to ensure that the technical documentation is accurate, clear, complete, and adheres to standards for graphics, coverage, format, style, terminology and overall quality.
2. Responsible for managing the central repository of internal technical documentation library by:
  - o Review and maintain up to date the existing documentation
  - o Identify the gaps and creates any new technical documentation.
3. Provides recommendations to continuously improve technical documentation, in terms of format, content and delivery method.
4. Keep up to date on product changes, release dates, and requirements by interacting with customer

support, QA and program management.

5. Researches, writes, edits, and proofreads product implementation documentation within established time frames and produces illustrations and screenshots for the documentation when necessary.

6. Interacts with developers, architects, quality assurance, product and project managers and others across the organization to continuously learn about the products and technology.

7. Conducts tests and solicits feedback to ensure the clarity, completeness, technical accuracy, and quality of the documents produced.

8. Continuously improve documentation by responding to and incorporating feedback from customers and internal users.

9. Studies drawings, specifications, mockups, and product samples, prepares charts, graphs, so needs to be familiar with graphic design, multimedia software, and content management systems.

10. Work closely with multiple development teams in an Waterfall and or / Agile environment.

#### Key Performance Indicators:

- Deliver on time and with quality the tasks associated to his/her role;

#### Knowledge / Required Education / Training:

- Bachelor's degree or equivalent experience in Technical Communication or related field;
- Computer Science degree or equivalent is a plus;
- Requires a minimum of two-three years of technical writing experience with demonstrated writing and analytical skills in the software environment;
- Excellent technical writing skills and ability to peer review technical documents for grammar, content and style of writing, compile technical documents, including feature descriptions and release notes;
- Must possess a comprehensive understanding of software development life cycle;
- Advanced knowledge of Microsoft Office Suite;
- Experience working in waterfall and or Scrum/Agile development environments;
  
- Ability to describe and communicate a process, system and/or product in an organized professional document;
- Knowledge of documentation process, including writing, editing, graphics, production, Help authoring and information design;
- Active listening skills;
- Active learning skills (proactive in learning a new business);
- Excellent communication and leadership skills in establishing and maintaining communication with subject matter experts and other project team members;
- Excellent written and verbal English communication skills, both verbal and written;
- Strong teamwork, organization and problem solving skills;
- Ability to work effectively in a collaborative working environment and be highly proactive;
- Ability to set priorities and undertake complex tasks with minimal supervision;

- Ability to respect strict deadlines;

Interviu Online:

1. Where and how did you get your information from when writing technical documentation in your previous roles/assignments/projects?
2. What would you do if had only 4 weeks of work to complete 6 weeks of work?
3. Name some types of technical documentation you have written or are familiar with?