

Technical Writer la eServ Global Telecom Romania - BestJobs

Position description:

This position is part of eServGlobal Engineering Department which is responsible for specific activities according to the development life cycle.

Position scope: A Technical Writer is primarily responsible for the development and delivery of product documentation (e.g. technical and user guides) across the eServGlobal business and to our customer base. Technical writers must be able to communicate and work effectively with both technical and management staff.

Reporting to: Development Manager, being part of development team.

Position Responsibilities: • Analysis, design, and delivery of systems and user documentation for both internal and external use including: Content, Style, Standards, Structure, and Presentation.

- Management of workload and commitments, ensuring that deadlines are met.
- Delivery of material to high quality standards of content and presentation (including proofreading, versioning and change control).
- Providing support and encouragement to other team members and colleagues.
- Continual focus on improvement of the development process. **Cerinte**

Qualifications and experience: Degree or equivalent experience with a minimum of 1 to 4 years of relevant experience.

Technical knowledge: • High level of competency and experience with documentation tools and techniques.

- High level of experience in the creation of technical documentation.
- Experience in the creation and maintenance of intranets and/or external websites
- Knowledge of quality assurance standards.
- Self motivation and commitment to quality
- Working knowledge of:
 - o Author IT
 - o FrameMaker
 - o Microsoft Word or equivalent
 - o Dreamweaver
 - o RoboHelp
- The ability to multi task, meet deadlines and work independently with minimal supervision.
- Innovation and creativity

Telecom product knowledge: Have some exposure to specific commercial applications.

Industry knowledge: Awareness of fixed line and/or mobile telecom knowledge.

Communication skills: • Excellent English language and sound written and verbal skills.

• The ability to work and interact effectively in a team environment. **Oferta (bonusuri, beneficii)**

Offer: If you are interested in joining a global Telco solutions company that is truly dynamic, a company that provides you the career and culture you deserve so you can strive to be the best; if you are committed and truly above average, possessing the knowledge and skills listed above, we look forward receiving your application immediately. The compensation package is at a competitive level, related to the competences and performance level.

Extensive training and excellent professional environment.

Private medical services paid by the company for employees and family members.

Catering lunch provided by the company or lunch tickets.

25 working days vacation/year. Interviu Online:

1. From your experience, what are the most common file types in which technical documents are delivered to customers? Please provide arguments.
2. From your experience, what does a good quality document mean? Please provide arguments.