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## Technical Writer

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### Job Description

You will be responsible for developing software documentation to ensure partner and customer success in using the Optimize Cloud to maximize the effectiveness of sales compensation management (SCM) and sales performance management (SPM) programs.

### Responsibilities

- Develop deep understanding of Optimize Cloud applications and their existing documentation
- Understand and follow Optimize standards for software documentation (such as standard organizational approaches, standard formatting, and use of common nomenclature)
- Review design documents that describe new software features and coordinate with product management and development team members to verify functionality
- Monitor systems used to track development efforts, including fixes for software support issues, to identify items that require documentation in release notes
- Prepare content for monthly release notes and reference documentation
- Contribute appropriate content to Optimize Community (e.g., articles, blog posts)

### Prerequisites

- 2-5 years of experience developing documentation on complex business applications
- Proven ability to explain software from a conceptual level, including why features exist and how they relate to other features
- Proven ability to understand and translate more technical concepts into terms relevant to end users (knowledge of database concepts a plus)
- Strong analytical skills and detail orientation
- Exceptional oral and written communication skills
- Experience producing training content a plus
- BA or BS degree

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