Technical Author la Xoomworks Development RO SRL - BestJobs

Xoomworks Outsourcing is looking for passionate Technical Authors who care about end customers and delivering a fantastic user experience. We want people who are mindful of latest technology trends and tools, and have a sharp sense of how to adopt the most appropriate technology to develop solutions that delight our clients.

We champion best engineering practices and love learning new skills, so finding people who have the same mind-set is key to our business model. Xoomworks is a company that lives in a world where the individuals are looked after first and then those people who make up the community that we share, and then finally, (but with the same passion) our beloved successful clients.

Whilst our Technical Author positions require at least some experience and the ability to help shape new client engagements, our flat organisational structure means you'll be someone who is unconcerned with titles and hierarchy. We like to think that you will be evangelical when actively coaching other team members and providing sure-fire technical authorship.

You

- You'll be keen to speak to real customers, understand their requirements and develop awesone customer success stories
- Implementing new customer support systems using cloud delivered web platforms is where you love to show us what you are made of
- What really excites you is problem solving and delivering innovative customer solutions
- Writing and illustrating your way around a complex product suites will become second nature to you, as you learn about delivering first class customer support
- Mentoring, coaching and leading is something you feel brings its own rewards
- You will help create smarter, more loyal product users

Your Skills

- Understanding the technology and applications for which documentation is to be prepared
- Gathering and analysing the information needs of the user
- Liaising with subject matter experts and sales and marketing specialists
- Organising information to meet the requirements of the client
- Author, edit, and collaborate with our web-based, drag and drop controls

- Strong communication and client-facing skills
- Experience of working in an agile environment

Even better stuff you might know

- Knowledge of: MindTouch or other cloud-based authoring systems

What Xoomworks 'brings to the table'

- Competitive salary
- Employee private medical cover
- Life assurance
- Gym subscription
- Pension contribution
- Flexible working hours
- Working from home policy
- Comprehensive training and development

Why Xoomworks Outsourcing?

Xoomworks Outsourcing is a leading provider of EU-based Technology Outsourcing Services that applies technology in a business context in order to generate real world solutions for our customers.

We are an UK based company with offices in London and Cluj-Napoca.

Our core technologies are:

- JAVA
- Microsoft .NET
- Mobile (iOS, Android)
- Databases (Oracle, SQL, MySQL)
- Web development
- End-to-end QA and Testing

If interested, kindly send your updated CV to human.resources@xoomworks.com.