Position: Technical Writer

This position serves as a technical writing expert for all departments and ensures a consistent voice, style and tone to all Help materials.

Key Responsibilities:

- Across multiple product lines, write and create a variety of help guides and manuals, technical articles, step-by-step guides/videos, blogs, what's new messaging, alerts, FAQs and more for print and online, for a wide range of users including end users, internal employees, prospective customers and potential others.
- Create templates and maintain and apply company style guide. Provide support for consistent language, format, voice, tone.
- Work with customer support, QA and development teams to ensure Help resources are updated in a timely manner to align with current releases, timely review from all stakeholders and to meet project targets.
- Using hands-on methods to photograph hardware to include in materials.
- Interview Subject Matter Experts (SMEs) and capture detailed information to develop technical materials.
- Proofread and edit material.
- Other duties as assigned

Preferred Qualifications:

- Associate degree in related field (English, Communication, Marketing, Business, Computer Science, etc.).
- 1-3 years of relevant writing experience in a corporate technology environment.

Skills, Knowledge, and Attitude for the Job:

- Exceptional attention to detail.
- Microsoft Office Suite experience with good skills in Word, PowerPoint, Excel, Outlook.
- Solid understanding of structured writing techniques, templates, style guides and file management.
- Skilled in a photo editing application. (Photoshop, Paint, Paint.net)
- Skilled in Adobe Acrobat Pro. Experience with other Adobe Creative Suite/Creative Cloud including InDesign, Illustrator, and Acrobat.

- Experience with help and documentation-specific applications such as FrameMaker, WebWorks, Robohelp, Madcap, Madcap Flare, Captivate, Camtasia or other is helpful but not required.
- Naturally creative and imaginative
- Strong ability to break down complex processes from multiple sources into simple, clear and concise understandable steps.
- Team player and enjoys working alongside colleagues and external customers
- Exceptional attention to detail, organized, self-motivated, enthusiastic, strong multi-tasking and prioritization skills
- Understands what appeals to different target audiences
- Excellent time-management skills, work effectively to tight deadlines, deliver on commitments
- Accepts suggestions to improve work product, and move on to work positively
- Good written and oral communication skills
- This position requires a person who can sit and stand for prolonged periods of time, and requires a person to stand, touch and move light-weight computer components to take photographs for use in guides and manuals.