

Technical Writer

Job Purpose:

To update “help file” and webpages and create “what is new” and “release notes”.

Responsibilities

- Create Technical documentation for different software products including user manuals, installation guides, reference materials, online help systems, and technical specifications. Ensure accuracy, clarity, and consistency in all written content, update the help file, update website content, create video demos of software, create other documentation required by sales or support team on demand.
- Collaborate with subject matter experts and technical teams to gather information about products, systems, or processes. Meeting other colleagues to discuss technology and authoring requirements
- Organize and structure information in a logical and intuitive manner. Create outlines, flowcharts, diagrams, and other visual aids to enhance the clarity and comprehension of the documentation. Decide how best to organize and present the document.
- Translate complex technical concepts into simple and understandable language suitable for the intended audience. Use appropriate terminology and avoid jargon or unnecessary technical details. Commissioning any images or illustrations required
- Writing the material clearly and concisely, making sure it can be easily understood and translated.
- Editing, proofreading and indexing. Work closely with cross-functional teams, such as engineers, developers, project managers, and designers. Collaborate effectively to gather information, address queries, and incorporate feedback into documentation
- Testing the written material with users. Keep documentation up to date with product updates, new features, or changes in specifications.
- Coordinating for translating the documents into various languages.
- Provide user support by answering questions, addressing concerns, and troubleshooting technical issues related to the documentation. Collaborate with support teams to improve user experience.

Requirements:

- Bachelor’s degree in a relevant technical field or 2+ years writing technical content.
- The ability to quickly learn, research, understand, and write about complex technical topics.
- Passion for writing and breaking down complex technical concepts into digestible content for a wide audience
- Experience working as part of a team and working with other company teams to produce technical content.
- You can multitask and prioritize your work to consistently meet deadlines.
- The ability to work with our design and engineering teams to create visuals and other graphics to support your content.
- Experience using XML/JSON and other technical writing tools for product documentation.
- Great interpersonal and communication skills.
- Experience working with developers and comfortable with asking questions and highlighting inconsistencies in the product.

Skills required:

- Very good English
- Tech savvy
- A clear and concise writing style
- A flair for turning technical subjects and jargon into easily understood text
- The ability to absorb information quickly
- An analytical and logical mind
- An inquisitive nature
- Ability to work under stringent deadlines
- An eye for detail
- Familiarity with graphic editing tools
- Familiarity with screen recording & editing tools

To apply, please send your resume and a cover letter detailing your relevant experience to hr@windowmaker.com.

Note: Only shortlisted candidates will be contacted for further evaluation.