



## Technical Writer

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<b>Department:</b>	Professional Services
<b>Reports to:</b>	Vice President of Customer Success

### Job summary

We are seeking a highly skilled Technical Writer to create clear, concise, and user-friendly self-help materials and webinars that empower users to navigate our products and services independently. The ideal candidate will have a strong understanding of technical concepts, excellent communication skills, experience creating videos and a passion for simplifying complex information for a broad audience. You will collaborate with subject matter experts to develop high-quality content that educates and engages our users through documentation, guides, tutorials, and webinars.

### Summary of Essential Job Functions

#### 1. Content Development:

- Create self-help guides, tutorials, FAQs, knowledge base articles, and other written documentation to support users.
- Develop and script webinars, presentations, and other instructional materials for live and recorded sessions.
- Translate complex technical concepts into easy-to-understand, step-by-step instructions for users of varying technical expertise.
- Ensure all documentation is clear, well-structured, and aligns with brand voice and messaging.

#### 2. Webinar Production:

- Collaborate with product and customer facing teams to design and produce engaging webinars.
- Write and edit webinar scripts, outlines, and supporting materials such as slides, handouts, and Q&A guides.
- Assist in hosting or moderating webinars as needed, ensuring smooth delivery and interaction with participants.

#### 3. Collaboration with Subject Matter Experts:

- Work closely with product managers, developers, and customer facing teams to understand the product features, user challenges, and technical specifications.
- Interview experts to gather relevant information and ensure the accuracy of the content being developed.

#### 4. Content Management:

- Maintain an organized repository of documentation and webinars, ensuring that materials are regularly updated and reflect the latest product changes.
- Implement and follow best practices in content versioning and monitor user feedback to continuously improve content quality.

#### 5. User Experience Focus:

- Design content with the user's needs in mind, prioritizing ease of use and accessibility.
- Apply user feedback to improve self-help resources and ensure content helps resolve common issues efficiently.
- Conduct usability tests and review analytics to assess the effectiveness of the content and webinars.

#### 6. Continuous Improvement:

- Stay up to date with industry trends, tools, and best practices in technical writing, online education, and user support.
- Recommend and implement improvements to the format, structure, and delivery of self-help materials and webinars

## Education and/or Professional Experience

One or more of the following:

- Bachelor's degree in Technical Writing, Communication, Computer Science, or related field.
- Proven experience as a Technical Writer, preferably with experience in creating self-help documentation and webinars.
- Strong writing, editing, and proofreading skills, with a focus on technical accuracy and clarity.
- Familiarity with webinar software and tools, as well as content management systems (CMS).
- Ability to understand and explain technical concepts and systems clearly and concisely.
- Experience working with cross-functional teams, including product development and customer support.
- Knowledge of instructional design principles and best practices for e-learning and online content delivery is a plus.
- Proficiency with authoring tools like Adobe Captivate, Articulate, or similar, and experience with video production/editing is desirable.

## Abilities Required

- Strong attention to detail and ability to meet deadlines.
- Excellent communication skills and the ability to collaborate with team members and stakeholders.
- A proactive, problem-solving mindset, with a user-first approach to content creation.
- Analytical
- Organization and project management skills
- Must be able to see and hear, read, and write.
- Requires adaptability, analyzing, assessing, calculating, decision making, dependability, good judgment, reading, memorizing, social skills, speaking, stress control.

## Work Environment

- Hybrid working environment
- Fast-paced, with opportunities to work on diverse projects and learn new tools.

## Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

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