

# Senior Technical Writer



Phone :

Web :

## Job Summary

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Vacancy :

Deadline : Oct 18, 2024

Published : Sep 18, 2024

Employment Status : Hybrid

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

## Job Description

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Petal is a leading Canadian healthcare orchestration and billing company that revolutionizes healthcare systems to make them agile, efficient, and resilient by enabling the forecasting and shaping of world-class healthcare through Healthcare BI, advanced analytics, and informed insights.

Our commitment to fostering an exceptional workplace culture has earned us notable recognitions, including being listed as a **Great Place to Work** in both the technology and healthcare sectors. Join us in our mission to empower healthcare innovators and improve healthcare differently.

### What you can expect when joining the team

As a Technical Writer, you will help create, revise, and maintain documentation related to Petal products. As a member of the Experience Design team, you will work closely with Product Managers, Development, Designers, Product Marketing, and Customer Success to create resources that not only document what the product does but also elevate a user from novice to expert.

### Your daily life

In your day to day, you will be led to:

- Collect and analyze technical and product information from various sources to document new features or changes made to the products;
- Write, format, edit, revise, and proofread procedural and technical information for both technical and non-technical users, including software and system development, system operations, testing, and user documentation;
- Research terminology suited to different markets, specific to each market and/or language;
- Work within a Scrum or Kanban team and use user stories as the primary source of documentation;
- Coordinate translations for mobile and web applications as the company grows and explores new markets;
- Develop a user-centered content strategy that delivers maximum added value and is adapted to the realities of a dynamic environment;
- Produce high-quality product documentation.

### Job requirements

#### Your profile

Are you a Technical Writer who believes that developing quality products is a team effort? Are you known for your open-mindedness, respect for others, as well as your confidence and decisiveness? Do you stand out for your ability to tailor your product message to different audiences? *The sky is the limit!* If you have:

- A degree or studies, preferably in a technical field or with a focus on English or French writing;
- 4 years of experience in a software development environment or equivalent;
- Experience in creating documentation for audiences with varying levels of technical expertise;
- The ability to understand technical requirements, such as API definitions;
- Strong analytical, technical, verbal, and written communication skills;
- Strong collaboration skills, with the ability to adapt and work harmoniously with others;
- The ability to manage multiple tasks and adapt to varying priorities;
- High organizational standards—and take pride in them!
- An interest in evolving towards a management or leadership role (an asset);
- Knowledge of the following softwares (an asset);
  - Trados Studio
  - MadCap Flare
  - Atlassian Confluence and Jira
- Experience in the healthcare industry (an asset);
- Since you'll be regularly creating documentation for English-speaking users located outside of Quebec, proficiency in both English and French (spoken, written, and read) is required.

### Petal's position on remote working

In our opinion, a company cannot claim to be modern, innovative and have the well-being of their team at heart, without attempting to integrate remote working to the level that their business model allows them to. Petal employees continue to benefit from the option of teleworking up to the maximum flexibility permitted by the nature of the position and the smooth running of operations.

### Our benefits

- A signing bonus of \$1,000 for your remote work set-up;
- Compensation that recognizes your contribution;
- 4 to 6 weeks of paid vacation per year; 5 paid personal days per year;
- A group RRSP / DPSP plan with employer contribution;
- A complete group insurance plan, from day 1;
- An annual wellness allowance;
- Access to the Lumino Health™ telehealth application;
- Flexible work hours and more.

*Petal is an active participant in the equal opportunity employment program, and members of the following target groups are encouraged to apply: women, people with disabilities, aboriginal peoples and visible minorities. If you are a person with a disability, assistance with the screening and selection process is available on request.*

#LI-Hybrid

[Apply for this job](#)

**Education & Experience**

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**Must Have**

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**Educational Requirements**

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**Compensation & Other Benefits**

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