

## Technical Writer

Phone :  
Web :



### Job Summary

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Vacancy :

Deadline : Sep 16, 2024

Published : Aug 16, 2024

Employment Status : Remote

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

## Job Description

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### **Harnessing the Power of Data, Together.**

Solace stands at the forefront of technology and innovation, empowering the world's largest enterprises in their journey towards becoming real-time, data-driven organizations. Our cutting-edge technology intelligently, securely and reliably helps our customers by solving use cases like hybrid cloud integration, IoT connectivity, microservices, and big data distribution.

The next time you drive a luxury vehicle, order new furniture online, fly in a plane, or do some online banking, your positive experience could be a direct result of our technology, and your hard work!

### **Overview.**

Solace is looking for an experienced Technical Writer. The Technical Writer will be responsible for preparing content for our online customer documentation in a fast-paced development environment.

### **What you will do.**

- Create and modify existing customer-facing technical documentation for PubSub+ appliances, software event brokers, and event broker services.
- Interview PLM/Pos, SMEs, and technical contributors to better understand and fill gaps in knowledge to properly document features. You must be comfortable with a wide range of technical terminology and be proficient to converse with highly technical SMEs and developers.
- Collaborate with content providers and CustDocs team members to update, revise, reorganize, and restructure existing documentation.
- Work closely with product management, UX, and architecture teams to ensure technical information is presented in a clear, user-friendly manner.
- Align with existing style guides and provide improvements in collaboration with writing team.

### **What You'll Bring to the Role.**

- Bachelor's degree in engineering or computer science, technical writing certification, or science-related diploma.
- Excellent written and verbal communication skills.
- Extensive experience writing and editing customer-facing content.
- Proven technical background and ability to not only document a product but be able to provide small demos of how to install, configure, or use a product. Foundational technical knowledge of various concepts from networking, general operating systems, and basic command-line is required.
- Experience with leveraging Generative AI tools. Should have proficiency in crafting prompts to assist in these tasks for research, enhancing existing documentation, or helping streamline writer workflows
- Experience working with MadCap Flare and other leading help system authoring tools and software for creating diagrams, such as Figma or Adobe Illustrator.
- Experience working with Confluent pages, Markdown, and task tracking software like Jira.
- Familiarity with using SVN, GitHub or other version control systems.
- Experience with content management in a Web-based environment.
- Experience with HTML5, XHTML, CSS, and other useful technologies for Web-based publishing, like JavaScript and jQuery. Experience with a programming language such as Python, Java, or C is helpful but is not mandatory.
- Familiarity with message routing, IP networking or routing, event-driven architecture, or similar technologies is a plus.
- Experience with Docker, Podman, or cloud infrastructure (AWS, Microsoft Azure, Google Cloud Platform).

### **Why You'll Want to Join Us at Solace.**

- We have an awesome team! You'll get to work with some of the smartest individuals in the business
- We believe in work-life balance and believe it's important to love what you do
- We have adopted a hybrid work model to create an inclusive working environment for everyone
- We live by our values: craftsmanship, trust, courage, freedom, momentum, humility, and human experience. Every. Single. Day.
- Our training programs are top-notch (LinkedIn Learning, Mentorship program, Solace Academy)
- We like to brag about our [stellar customer lineup!](#)
- We are social – we like to keep things simple and fun!
- We are one of the top-ranked employers on Glassdoor
- We have a sense of humour and make cool videos on cool topics like [MITT](#) and [this!](#)

We understand that experience takes on various shapes and sizes. Not sure you meet all the requirements? We still want to hear from you! Your unique experience could be exactly what we are looking for.

At Solace, we believe that diversity and inclusion drive innovation and growth, both in business and in life. We strive to create an enriching and safe workplace where you can be who you are. If you want to do the best work of your career and feel supported every step of the way, we encourage you to join us!

Accommodations are available upon request for anyone taking part in the hiring process. Let us know how we can help! We thank all candidates for their interest, however, only those selected to continue in the selection process will be contacted.

**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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