

Technical Writer



ESSENTIAL
ACCESSIBILITY



Phone :
Web :

Job Summary

Vacancy :
Deadline : Jun 21, 2024
Published : May 21, 2024
Employment Status : Remote
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

We are looking for an addition for our Product team! As our Technical Writer you will help drive the next level of our documentation and procedural information for user personas. You love language and ideas. You are curious about information architecture and think translating complex features into digestible content is the coolest thing. You are a committed customer advocate and relentlessly prioritize to ensure our content continues to teach, educate, and empower users to succeed with building accessibility into their solutions.

Responsibilities:

- Obtaining a deep understanding of Level Access products and services to translate complex product information into simple, user-friendly content.
- Collaborate with subject matter experts and product managers to develop, organize, and write product manuals, technical specifications, and process documentation.
- Develop content in alternative media forms for maximum usability, with a consistent and cohesive voice across all Technical Writing deliverables.
- Evaluate current content and develop innovative approaches for improvement.
- You are a keeper and organizer of our internal and external knowledge base.
- Champion and deliver Customer Success enablement for all product and services releases.
- Continually seek data to drive process improvements and ever evolve the Technical Writing team efficiency and usability of the Help Center.

Qualifications:

- A degree or certificate in technical writing, accompanied by either a minimum of 2 years' experience in technical writing or 4 or more years of equivalent technical writing experience
- Ability to adapt your writing style and voice for different audiences.
- Strong written and oral communication skills, with strong attention to detail and a command of English grammar and punctuation.
- Demonstrated ability to understand how to read code, clearly explain frameworks, technical integrations, and APIs.
- Ability to interview and work one-on-one with both technical and business stakeholders to gather information and requirements.
- Ability to work with minimal supervision and to develop and execute project plans under deadlines.
- Highly organized and strong command of time management balancing multiple projects simultaneously, with an eye for prioritization.
- An inquisitive mindset with healthy analytical and critical thinking skills.
- Ability to transform functional specifications into clear, concise, and easily understandable documentation.
- Ability to work with and seek answers in ambiguous environments and bring order to chaos.
- Strong working knowledge of Microsoft Office of products and comfortable with web products.
- Ability to grasp new concepts quickly and approach your research with a holistic understanding of the user journey.

Nice to have

- A degree or certificate in Computer Science, Software Engineering, or equivalent. Or full-time work experience in a Software Engineer (or equivalent) role.
- 2+ years experience in a hyper growth company and/or working in an agile environment.
- Experience in automating the documentation process as part of the software development lifecycle.
- Knowledge of digital accessibility, accessibility guidelines (WCAG) and disability inclusion.
- Knowledge of regulations related to digital accessibility (e.g., Section 508, ADA).
- Familiarity with Atlassian content platforms and Zendesk.

Application Process

If you thrive in a fast-paced, early-stage product development environment and are eager to make a significant impact in the field of accessibility, we would love to hear from you. This is a full-time salaried position with a competitive benefits package, including bonus opportunities and unlimited vacation/FTO. Salary is commensurate with experience. For immediate consideration, we ask that you please submit your cover letter and resume.

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Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
