Technical Writer

Job Responsibility:
- Attending planning/briefing meetings
- collaborating with developers, managers & customers to clarify technical issues
- liaising with subject matter experts and sales and marketing specialists
- researching and gathering the information   on required
- understanding the technology and applications for which documentation is to be prepared
- gathering and analyzing the information needs of the user
- presenting and organizing information according to the user's needs
- writing and editing
- commissioning, coordinating or preparing illustrations
- indexing and cataloguing material+
- copy-editing
- manage multiple projects to meet project and customer required time lines
- provide Customer Training and walkthroughs as required
- participate in internal projects as required

Required Skill Set:
- Minimum of 3 years technical writing experience
- Solid knowledge of the documentation process from design to commercial release
- Working knowledge of technical software for publishing online (e.g. Content Management System or online help system). This includes proficiency in publishing content for web sites, marketing materials, and training documents.
- Excellent verbal and written communication skills
- Experience with implementing and maintaining On-Line Help systems (e.g. Robo Help software, Dr. Explain etc)
- Excellent organizational skills
- Excellent creative and technical writing, editing and coordination skills
- Ability to work independently, with minimal supervision
- Knowledge of leading documentation tools and documentation delivery options, with experience
  in preparing online and print documentation for users of software products

Required Soft Skills:

- Candidate must be organized and analytical, adept at working in a team environment, able to design and implement a project schedule, and able to handle multiple priorities
- Communication skills and experience with customers
- Self-motivation skills
- Willingness to travel to various locations for client interactions
- Ability to work independently with minimal supervision and escalate when necessary