**Technical Writer job description**

**Job brief**

The Technical Writer works within the Customer Support team, reporting to the Director of Customer Advocacy and is responsible for identifying, organizing and writing all supporting technical and marketing documentation for all products.

**Responsibilities**

• Plans, organizes and coordinates writing assignments amongst team members

• Writes technical materials, feature stories, brochures, newsletters, reports, instruction

manuals, proposals, and other publications for government and private sector clients

targeted to an array of audiences

• Gathers, analyzes and translates scientific and technical information for consumers

• Organizes material and completes writing assignment according to set standards regarding order, clarity, conciseness, style, terminology, correct grammar, punctuation, and spelling

• Applies journalistic interviewing techniques to develop content for written materials

• Edits written material and assists in layout process by suggesting charts, illustrations, photographs, drawings, sketches, and diagrams that best illustrate the material

• Reviews, edits, or re-writes material prepared by other writers

• Maintains content development research records, reports, and files

• Develops stylebooks and recommendations for standard protocols for materials

• Participates in content and materials development presentations and training

• Provides value-based services, customer satisfaction, and timely delivery of services

• Participates in company-wide business development, and marketing activities

**Requirements**

* Graduate of IT or Computer Science, or any computer related course.
* Fresh grad or have at least 1 year of work experience in the IT industry.
* Excellent verbal and written English communication skills.
* Proficient in Microsoft Office applications,
* Basic knowledge of Markup language (i.e. HTML, Markdown, etc.).
* Willing to be trained, but can also work under minimal supervision.