

Technical Writer Job Description

The Technical Writer bridges an important gap between the engineering, product development, sales, customer education, training and support.

XetaWave is looking for a practical, inquisitive, innovative, self-starting, hands-on technical writer to join a dynamic company to Produce high quality product, marketing, training and support documentation to assist customers in the correct use and successful operation of XetaWave products. Product documentation includes user & installation manuals, data sheets, application notes, presentations, diagrams & schematics, how-to guides. Key areas of documentation include:

- Primary: Product documentation includes user & installation manuals, data sheets, application notes, presentations, diagrams & schematics, how-to guides.
- Marketing documentation includes promotional material, presentations, white papers, website articles.
- Training documentation includes PowerPoint slides, tutorials, training videos and other online self-help training content.
- Support documentation includes organization of accurate product information, setting up internal and external product Wiki pages to present such information to the correct audiences.

Other areas of focus...

- Maintain a comprehensive library of technical terminology and documentation.
- Establish and maintain continuity of style of content. One brand, so one look and feel.
- Manage updates and revisions to technical literature
- Innovate and contribute through finding better ways to get the message out.

The role requires...

- Proven working experience in technical writing of software documentation.
- Ability to deliver high quality documentation paying attention to detail.
- Ability to quickly grasp complex technical concepts and make them easily understandable in text and diagrams.
- Ability to be hands-on and inquisitive in order to learn; self-starting a must.
- Ability to interact with the various engineering teams; hardware, RF firmware, Linux OS, Debian OS, uTasker OS both in person and remotely to obtain accurate information for all documentation.
- Proficiency in MS Word, Excel, PowerPoint, Visio a must.
- Knowledge of Madcap Flare and ability to implement this if so required.
- Excellent written skills in English
- University degree in Computer Science, Engineering or equivalent experience preferred
- Driven, with a good attitude and willingness to pitch in!

To Apply

If you have the qualifications and are interested in applying for this position, please send a cover letter and your resume to careers@xetawave.com.