

Job Title: Technical Writer

Location: Remote/Hybrid

Employment Type

Full-Time

About Us

We are an innovative software company that provides a simple process to turn authors' manuscripts into professionally formatted eBooks, Print books & Audiobooks. Our platform streamlines the publishing process and releases titles through all the industry's most powerful sales channels.

Our team is looking for a talented Technical Writer who can create clear, accurate, and user-friendly documentation that helps our internal teams succeed.

Position Summary

The Technical Writer will be responsible for developing and maintaining high-quality documentation for our publishing software products and various platforms. This includes internal documents such as user guides, knowledge base articles, release notes, API documentation, training materials, and other technical content as assigned. The ideal candidate has excellent writing skills, a strong technical aptitude, and the ability to explain complex software features in a simple and engaging way.

Key Responsibilities

- Review, update, create and edit company documentation specifically Research and Development (R&D)
- Develop clear documentation for software features, workflows, and publishing processes.
- Collaborate with software developers, product managers, operations, and customer support teams to gather technical information.
- Produce release notes and product documentation for specified features.
- Edit and proofread documentation to ensure clarity, consistency, and accuracy.
- Organize and manage documentation using knowledge base and various documentation tools online or otherwise
- Create diagrams, screenshots, videos and instructional materials to improve understanding.
- Maintain documentation standards, style guides, and version control.

- Assist in developing customer training materials and onboarding documentation
- Continuously improve documentation based on customer feedback and product enhancements.

Required Qualifications

- Bachelor's degree in Technical Writing, English, Communications, Computer Science, Information Technology, or a related field.
- 1+ years of experience writing technical documentation for software products.
- Exceptional written and verbal communication skills.
- Ability to understand complex software applications and translate technical concepts into easy-to-follow documentation.
- Experience with documentation tools such as Microsoft Word, Confluence, YouTrack, Jira or similar platforms.
- Strong attention to detail and excellent organizational skills.
- Ability to manage multiple projects and meet deadlines.

Preferred Qualifications

- Experience documenting software applications.
- Knowledge of publishing workflows, book production, XML, EPUB, or digital publishing technologies.
- Experience creating API documentation.
- Familiarity with Agile software development methodologies.
- Experience creating video and learning management modules and technologies.

What We Offer

- Competitive salary
- Comprehensive health, dental, and vision insurance
- Paid time off and company holidays
- Retirement savings plan
- Flexible work environment
- Collaborative and innovative team culture

How to Apply

Please submit your resume, a cover letter, and 1-2 samples of technical writing or documentation that demonstrate your ability to communicate complex software concepts clearly.