



Technical Writer

Sentral Pty Ltd

Sydney • CBD, Inner West & Eastern Suburbs

Information & Communication Technology • Technical Writing

Full time

Posted 3d ago

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About Us

At Sentral, our vision is to empower students and teachers to be the best they can be. Sentral is Australia's most comprehensive cloud-based school management platform trusted by more than 3,000 schools. With a web-based suite of models, Sentral provides a single comprehensive interface for the management, tracking and reporting of data for school administration, online learning and student management.

We are part of one of the largest payment & software providers in the world, Global Payments, headquartered in Atlanta, USA. The Global Payments AU/NZ family consists of leading service providers including Ezidebit, Eway, and Storman Software.

Responsibilities

- Work with product managers, product marketing, and engineers to produce and maintain world-class documentation, including: release notes, online help, training guides, API developer guides, In platform documentation (tooltips, welcome\onboarding instructions, etc.)
- Build and maintain client aids beyond traditional documentation eg: videos
- Develop standards and guidelines to assist other teams contribute to product documentation
- Design a product documentation strategy in conjunctions with other areas of the business
- Gather customer feedback on documentation to improve usability.
- Monitor metrics on the usage of training materials as well as direct customer feedback to prioritize future documentation investments.
- Contribute to product launches, feature releases and product positioning to drive engagement from our core customer base

Experience and Skills

- Tertiary qualifications/equivalent experience in Technical writing/Instructional design or a related discipline.
- Previous professional work experience in technical writing roles ideally for a **SaaS vendor**.
- Experience developing end to end documentation creation with a wide range of tools.
- Experience working with the following tools preferred: **Confluence, JIRA, ADO, Git & Github, HTML, CSS, Beamer**.
- Excellent written communication skills, interpersonal skills, presentation skills with strong attention to detail.

Working hours and the Location

This is a full-time permanent hybrid position based in Sydney.

Working for Sentral

In addition to a diverse and inclusive culture, some of our benefits include;

- Birthday leave (a day off to celebrate your birthday!)
- Reward and Recognition Programs such as Thank You Awards – recognising our people that go above and beyond and make a difference to our customers
- Learning and Development opportunities including a suite of e-learning resources including short courses, books and audio resources in a wide range of areas such as team leadership and other skills-related courses
- Employee Stock Purchase Plan available to all team members
- A MyCoach (EAP) program to support your health and wellbeing

Please note that you must have

- Full work rights in Australia
- Ability to obtain a Working with Children Check

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