

**Job Title:** Tech Writer Specialist

**Location:** Manila / Hyderabad

**Join Us!**

Join us at the Google Operations Center for the opportunity to help Google users tackle their problems and accomplish their goals, all while working in a dynamic and diverse environment

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As a **Senior Technical Writer,** you will be responsible for producing high-quality and understandable documentation with the goal to improve the success of our products.

A **Senior Technical Writer** creates and maintains user and system-related documentation (knowledge base articles, user manual, reference and online help, tech tips, and release notes). The technical writer uses established methods, formats, and documents to translate conceptual designs, technical specifications, release plans and other development documentation into user and system documentations.

**Position Responsibilities**

* Assist lead in conducting internal review of technical writer deliverables. Verify these are up to standard and with style and process guides.
* Assist lead in ensuring that feedback pertaining to quality, training, and/process enhancements are planned out and addressed.
* Conduct training as needed for junior writers.
* Work with internal and external teams to obtain an in-depth understanding of the product and documentation needs.
* Produce content using a content-management system.
* Coordinate, write and maintain easy-to-understand tutorials, release communications, technical documents, and guides.
* Move content through writing, editing, and iteration process to ensure on-time delivery.
* Provide consultation regarding product issues and documentation.
* Accommodate requests for clarification or inquiries made on the documentation.
* Accommodate internal requests to create and enhance content based on work request details and company’s standards.
* Develop a thorough understanding of the audience and the documentation required by meeting with colleagues, and working with managers to discuss technical problems
* Research and build knowledge about products, services, technology, or concepts to be documented.
* Determine the clearest and most logical way to present information and instructions to enhance reader comprehension.

**Minimum qualifications:**

* 4-6 years of experience in writing / editing digital content of medium length (400-700 words)
* Excellent verbal and written English language skills
* Ability to understand technical or product documentation source materials.
* A passion for producing great content
* Ability to translate highly technical documents into easily understandable support content for customers
* Excellent technical and business communication skills
* Strong organizational and time-management skills
* Ability to manage multiple projects and responsibilities in a fast-paced and team focused environment
* Great interpersonal skills, proactive approach, and a positive attitude
* Strong decision-making, communication, and collaboration skills
* Experience working collaboratively and proactively in a diverse team environment, involving multiple stakeholders.

**Preferred qualifications:**

* Bachelor’s degree from an accredited institution, or must have reached college level
* UX, SEO Knowledge of web usability (UX) practices.
* Proficient in AP style, HTML,web publishing, and at least one content-management system.
* Experience in proofreading and QA'ing with meticulous subject matter understanding and an eye for detail.

**Benefits**

* We support you with competitive wages and comprehensive health care including medical, dental and vision coverage
* We support your family with gender-neutral baby bonding leave, 18 week birth-parent maternity leave, and generous life, accident and disability insurance minimums
* We support your teams with free daily lunch, fully stocked micro-kitchens, and culture clubs and employee resource groups that let you share what you care about

At Google Operations Center, we don’t just accept differences, we celebrate them. We are committed to equal employment opportunity regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status. We also consider qualified applicants regardless of criminal histories, consistent with legal requirements. If you have a disability or special need that requires accommodation, please let us know.