

FAQ: [Rob Wagner](#), Technical Writer

Introduction

This is an FAQ Document to provide concise, relevant information about **Rob Wagner**. I would like to save you some time, and use this as my Cover Letter for new Technical Writing roles, as the answers below are sufficient (and then some).



FAQ's 1-10

1. What experience do you have in Technical Writing?

- I bring 6+ years in Technical Writing, serving as a Solutions Specialist, then an Applications Support Engineer for a SaaS Software company where we had a strong need for a technical writer, and I saw that need right away!
- I undertook the task by following a consistent pattern (shown below) for each case I documented. This resulted in a relevant KB for the team's future reference – that's how I got started as a technical writer.

Technical Case Note Template

1. **Title** | Title the case based on the error message present or short description of challenge – provides easy future reference
 2. **Summary** | Provide a summary of the technical challenge in question
 3. **Steps** | Provide step by step notes on discovery process
 4. **Solution** | Provide solution in bold for quick, easy reference
 5. **Screenshots** | Provided screenshots where applicable (Using [Greenshot](#))
- I provided this process for literally **1,000's of cases** over my 6-year tenure at MVi, and later CDi. I discovered that I was good at it, and enjoyed technical writing. Leadership even approached me to say that they had referenced my technical notes to help them solve their own customer challenges later on.

2. Why are you transitioning from Applications Support Engineer to Technical Writer?

- While I have enjoyed my time working in Application Support and running IT Projects/implementations, I enjoy Technical Writing even more, and now I have the experience and context to follow the next logical step in my career as a Technical and Senior Technical Writer, with a long-term focus in mind.

3. Why Utah?

- We are done moving for now, our next 10-15+ years are going to be right here. Remote is fine too, but I really do enjoy connecting with my team.

4. Why Should We Hire You?

- You should hire me because I love technical writing, I'm good at it, enjoy collaborating with my team, get along well with others, and am looking for the next long-term fit.

5. Salary Expectations?

- \$90,000-105,000/Annually.

6. How soon can you start?

- Standard 2 weeks, but I can move faster if you need me to

7. Greatest Weakness?

- Brevity. Definitely. While I love getting to know others, and understanding complex projects in great detail, I tend to become hyper-focused on those projects which is why I now employ a combination of a daily checklist and time limits in my one on one's to help me continue to meet deadlines on time, and deliver on objectives as planned.

8. Favorite Color

- Red. No seriously, I love it!

9. Favorite Food

- Thai or Sushi

1. Pick one.

1. No.

10. Favorite TV Show

- Bluey (For real life!)