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Job Listings for Technical Communicators

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Wednesday, September 3, 2014

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Technical Writer (31185BR), Boulder, CO

Back to Results

Job ID:	19393374	**Posted:**	July 29, 2014
Position Title:	Technical Writer (31185BR), Boulder, CO	**Job Type:**	Full-Time
		Job Duration:	Indefinite
Company Name:	NetApp	**Min Education:**	BA/BS/Undergraduate
Job Function:	Technical Writer	**Min Experience:**	2-3 Years
Entry Level:	Yes		
Location(s):	Boulder, Colorado, 80301, United States	**Required Travel:**	0-10%

Company: NetApp

view full company profile

APPLY FOR THIS JOB

Contact Person: Karl Kizer

Email Address: karl.kizer@netapp.com

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Job Description

Job Summary:

As Technical Writer you will write or revise hardware and software documentation for NetApp's products and technologies. Documentation may include books, guides, main pages, release notes, on-line help, embedded help, error messes, web pages, flyers, posters, and videos. You will work cross-functionally with other professionals in the Engineering, Field Support, Sales, and Marketing groups, as well as NetApp customers who use NetApp products and services. The successful individual in this role will be a team player who is comfortable working as an individual contributor, and who has a passion for working in the technology industry.

The focus of deliverables that the Technical Writers are responsible for is to drive ease-of-use into NetApp hardware, software and information products so that the customers' experience of NetApp products in improved.

Essential Functions:

- Full responsibility for completing a book of moderate complexity.

- Write material for user manuals, on-line documents and other per project plan.

- Write documentation plan with input provided.

- Update existing materials.

- Start to manage production issues.

- Programming, system administration, or editing

Job Requirements:

- Excellent oral and written communication skills are required.

- Excellent grammatical skills are required.

- Familiar with engineering and manufacturing documentation required for new product introduction.

- Strong technical skills.

- Ability to work collaboratively within a team environment of other writers, editors and cross functional peers to support deadlines.

- Ability to understand and follow:

- NetApp publications standards and production processes

- Burt processes

- Perforce processes

- Information mapping processes

Responsibility and Interaction:

Responsibility:

- The types of tasks this individual is responsible are a mix of structured and unstructured tasks. This individual will apply attained experiences and knowledge in solving routine to moderately complex problems.

- Building a specialty within the function and better understand NetApp's systems.

Interaction:

- This individual interacts primarily with Staff to Director level employees within the function, and the technical team on assigned projects. There may be communication with employees in other functions as required.

- General direction is provided on routine work, and detailed direction is provided on new projects and assignments; as well as on-going review of activities and priorities.

- The ideal candidate will be an important contributor or lead on team projects.

Job Requirements

Education and Experience:

- A minimum of 2 years of technical writing experience is required. 3 to 5 years of technical writing experience is preferred.

- A Bachelor of Science or Arts Degree in English, Journalism, Computer Science or Engineering is required.

- Technical experience is preferred

- Demonstrated ability to have completed multiple, moderately complex technical tasks.

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