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Technical Writer | Information Services (56241)

CA Technologies - Plano, Texas

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☐ Job description

Technical Writer | Information Services (56241)

THIS POSITION IS ONSITE ONLY IN PLANO, TEXAS

CA Technologies provides IT management solutions that help customers manage and secure complex IT environments to support agile business services. Organizations of all sizes leverage CA Technologies software and SaaS solutions to accelerate innovation, transform infrastructure and secure data and identities, from the data center to the cloud.

Job Overview
This position is responsible to design, create, and modify technical information products, communicate with technical staff, and use the products they document. Deliverables must be appropriate for the intended audience and follow Information Services standards. Typically works closely with other Information Services engineers and managers, cross-functional teams, and other internal and external stakeholders.

Key Responsibilities
• Analyze information needs for projects and help define requirements.
• Research, report on, evaluate, develop, and implement industry status and trends in standards, processes, and tools, and make use of them in delivered solutions.
• Author and deliver information requirements.
• Collaborate with senior staff to identify tasks and responsibilities.
• Consistently author accurate content compliant with standards.
• Review, assign, and resolve defects and enhancement requests in appropriate defect tracking tools.
• Provide feedback on product design, features, and functionality, as well as Information Services tools and processes
• Use customer feedback and rating data to drive content, process, delivery, or accessibility improvement.
• Monitor and respond to customers through social media and other environments.
• Align content to use cases/user stories and established roles.
• Participate as a key member of the assigned engineering Agile scrum teams to ensure required customer technical content is written, reviewed, and published.
• Collaborate with other internal and external authors to make relevant content accessible to internal and external stakeholders.
• Establish, monitor, measure, and report on information standards and quality.

Typical Role Definition
Professional Staff. An intermediate-level professional role. Some evaluation, originality or ingenuity required to perform tasks. Knows and applies the fundamental concepts, practices, and procedures of a particular field.

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Gil Oakes
Senior Technical Recruiter at…

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Preferred Education
Bachelor's Degree or global equivalent in Technical Writing, English or a related field.

Work Experience
Typically 2 or more years of experience in Technical Publications.

Skills & Competencies
• Author and edit deliverables for online distribution.
• Author content for a global audience.
• Restructure an existing documentation set to improve usability.
• Perform independent research to understand the product.
• Set priorities and escalate issues appropriately.
• Communicate clearly and effectively with Information Services and cross-functional product teams.
• Experience documenting software expected, with knowledge of Enterprise software development a
 plus.
• Familiarity with multiple operating systems, programming concepts, and source control helpful.
• Knowledge of Mainframe systems a plus.
• Familiarity with Agile/SCRUM methodologies.
• Handle changes in priority of work-in-progress smoothly.
• Make and track progress on more than one concurrent project.

If you want to fulfill your potential, be acknowledged for your achievements, and be given autonomy to
 make decisions for your business and customers; if you want to work with a company that respects you
 as an individual - recognizing both your needs at work and your responsibilities outside of it - then CA
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We offer competitive salary, company-sponsored premium Medical/Prescription & Dental Plans,
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 Education/Training Reimbursement, Charitable Gift Program, Adoption Assistance Program.

At CA Technologies your passion and expertise can directly impact the business and you'll help offer our
 customers practical approaches to delivering new, innovative services and value through IT.

Learn more about CA Technologies and this opportunity now at http://ca.com/careers

CA Technologies and all of its subsidiaries are equal opportunity employers. As such, it is our corporate
 policy to fill positions with qualified candidates regardless of the candidate's race, color, sex, age,
 religion, ancestry, national origin, citizenship status, marital status, sexual orientation, gender identity,
 genetic information, disability, pregnancy, military status, veteran status or any other protected group
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About this company

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CA Technologies (NASDAQ: CA) helps customers succeed in a future where every business— from
 apparel to energy— is being rewritten by software. With CA software at the center of their IT strategy,
 organizations can leverage the technology that changes the way we live— from the data center to the
 mobile device.

Our software and solutions help our customers thrive in the new application
 economy by delivering the means to deploy, monitor and secure their applications and infrastructure.
 Our goal is to help organizations develop applications and experiences that excite and engage and, in
 turn, open up money-making opportunities for their businesses.

For additional information, visit
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