As a Technical Writer (4-6 month contract with the potential to join full-time), you will be working directly with the leaders from product, development, product marketing and global training, including the Co-Founder and Chief Product Officer. This is a unique opportunity for a self-motivated individual to join a rapidly growing software company and make significant contributions. Leading candidates must be excited about working in a fast-moving entrepreneurial environment and be able keep pace with our rapid software development lifecycle.   
  
Zinier is looking for a technical writer to produce impactful documentation and training material for our ground-breaking platform and suite of products built using the platform. Acting as owner for all product documentation and training material in your area, you will be responsible for communicating the function, use, and value of our products to administrators, end-users, developers, system integrators, and IT architects. In the early days, the job is as much about discovering, understanding, and synthesizing as it is about writing, rewriting, and compiling our content. Other responsibilities include:

* Own all documentation in your product area including: training material, reference material, product guidelines, API documentation.
* Gather information from developers and product managers and estimate the effort for documentation.
* Drive training material documentation for use both internally with our solutions/implementations teams as well as externally with service integrators/partners.
* Drive documentation projects from start to finish and keep pace with agile development.
* Produce documentation that is complete, accurate, and easy to understand.
* Learn and deepen your knowledge of Zinier's platform and products.

# Required Skills

* 2+ years of experience in a Technical Communication role for an enterprise technology provider / SaaS company.
* Writer: You can write. Full stop. Articulating thoughts and concepts in written form clearly and succinctly is second nature to you, including conceptual information and procedural instructions for administrators, developers and end-users.
* Technical: You have the ability to ramp up quickly on new technologies and learn technical information.
* Translator: You enjoy the challenge of turning the technical into the accessible. You have a knack for simplifying and distilling in a quest to enlighten others.
* Synthesizer: You can tame complexity. You have a love-hate relationship with ambiguity. You can turn disparate data into themes, patterns, and insights.
* Collaborator: You have excellent interpersonal and communication skills and the to work with a range of stakeholders dispersed globally. You can build on the ideas of others and always adopt a can-do attitude. Your involvement is actively sought after.
* Independent: You can work independently with minimal supervision.

# Desired Skills

* Experience with field service management products and/or Platform as a Service (PaaS) a plus.
* Degree/Diploma in Computer Science or related fields a plus.
* Experience developing documentation systems for applications in the Cloud.
* Experience developing documentation related to AI and Machine Learning.
* Experience documenting Javascript, JSON and REST APIs