**ANNEXURE – C**

**JOB DESRIPTION**

Job Description

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| Job Title | Technical Writer | Date | September 2020 |
| Reports To | Manager, Product Development | EEO Category | Professionals |
| Organization | Product Development | FLSA | Exempt |

# Job Summary

We're looking for a Technical Writer to document and assist in the documentation of our products. You will be responsible for effectively communicating the details of the software through on-screen assistance, online help, release notes, and user guides. This position is open to entry-and mid-level technical writers, with preference given to those with medical and regulatory reporting experience. We’re looking for a team player who loves writing, editing, and researching. You will report to the technical documentation manager but will be expected to work independently on significant documentation projects. Responsible for effectively communicating the details of the software through on-screen assistance, online help, release notes and user guides.This mid-level position is able towork independently on significant design projects.

# Essential Duties & Responsibilities

Collaborates with Product Management, Designers, Business Analysts, Usability Analysts, Customers, Engineers, and other stakeholders to understand the needs and goals.

•Uses industry-standard authoring tools to create documentation deliverables such as user guides, application help files and HTML-based documents.

•Works as a member of a high-performing agile development team, where effective communication, project planning, and dependability are paramount. Produces draft materials that are reviewed by team and subject matter experts for accuracy and completeness.

•Uses product knowledge developed while documenting to report defects and make design suggestions.

•Ensures all deliverables are consistent with standards for style, tone and corporate branding.

•Publishes drafts and final versions to appropriate areas and facilitates the handoff to Beta, Training, Support and other stakeholders.

•Stays current with the latest methods for authoring, publishing and delivering technical documentation to maximize the readability and effectiveness to consumers.

# Experience

## Education

Bachelor’s degreeor certificate in English, technical writing, or equivalent experience.

## Minimum Qualifications

* 2+years of experience writing end user procedural manuals, reference materials, and user documentation.
* Healthcareexperience is preferred.
* Agile development is preferred.

# Skills/Knowledge

Proficient with document processing, desktop publishing, Help authoring tools, and other business software tools. •Excellent communication, interpersonal, time management, and personal organization skills.

•Demonstrated ability to write high quality documentation.