**Job Description**

* A Senior Technical Writer is a seasoned professional, able to work completely independently, and able to take a project from concept to finish with no guidance
* The Senior Technical Writer will be responsible for becoming a Subject Matter Expert in several of our products or domain areas
* This role prepares and/or maintains documentation pertaining to programming, systems operation and user documentation
* This position translates business specifications into user documentation with minimal input from project teams
* The Senior Technical Writer is also expected to be able to learn more of the technical aspects of our products in order to document things such as Developer Guides, Troubleshooting Guides and Deployment Guides
* The Senior Technical Writer plans, writes and maintains systems, user and operations support documentation efforts, including online help screen
* This position is familiar with a variety of the field's concepts, practices and procedures
* A wide degree of creativity and latitude is expected

**Qualifications**

* 5+ years of technical writing experience in a technology company
* Ability to quickly understand complex technical information and explain it simply and effectively
* Ability to write user-friendly, engaging copy about highly technical subjects
* Strong Problem Solving/Analytic Skills Knowledge of currently used technical languages
* Ability to familiarize with an internal and external style guides and apply necessary changes during reviews
* Ability to write instructional materials for audiences with different skill and experience levels
* Ability to extract information from interviews, technical documents, test data, and hands-on work with a device and convert it to the appropriate level for the intended audience
* Experience working with engineering to improve user experience: design, UI, and help refine content and create visuals and diagrams for technical support content Experience with Application programming interfaces (APIs)
* Ability to manage complex projects independently
* Advanced Microsoft Office skills including: Work, Outlook, Excel and PowerPoint
* Create and execute a timeline for creating, reviewing and delivering materials
* Assists project teams with issues surrounding user acceptability/ease of use issues
* Understanding of technologies in networking, security, and/or web applications
* Experience with XML, single sourcing, minimalist writing, and source control systems
* Understanding of how computer systems and the internet work
* Strong communication and collaboration skills