

ROLE PROFILE

Title:	Technical Writer
Function:	Product Management
Reports To:	Senior Director, Product Management
Location:	Toronto
Type:	Full-time

Role Overview

The Technical Writer is primarily responsible for developing a wide range of communication materials at Exchange Solutions (ESI). The individual will do this through the gathering and analyzing of technical and product information from various sources to document new or changing product functionality. These materials will include developer-focused integration and solution manuals and diagrams, training material, and product documentation, as well as business user product usage material.

As this is a newly created role, we're looking for a self-starter who will show us their expertise in technical writing and will make it their mission to make processes easy to understand and products a breeze to use. And as the role continues to evolve, there may be future focus on producing more elaborate marketing collateral creation, such as white papers, eBooks, and similar.

Specific Responsibilities:

- Obtain a deep understanding of our products through the gathering of technical information from subject matter experts across various functional departments, specifically from software developers and quality assurance, technical solutions architects and product managers
- Build relationships with subject matter experts to ensure depth, breadth, and accuracy of documentation
- Consolidate a variety of complex information into intuitive and cohesive documentation structures, including potentially in-product user help and tips
- Develop and revise documentation in a number of formats, including Confluence pages, Word, Excel, PDF documents, process and workflow diagrams, and technical and operational specifications, including architectural diagrams
- Prepare charts, graphics, and screen captures to illustrate material
- Deliver incrementally while keeping track of versions, change histories, and outstanding issues

- Assist in planning, scheduling, and tracking documentation work to meet release dates and internal and external deliverables.
- Publish and maintain templates ensuring a polished and consistent "look and feel"
- Create tutorials and key concept videos; this may include periodic webinars for new product release features
- Provide regular reporting updates on documentation progress and make recommendations on how to implement new processes or improve on existing ones

Capability Requirements – education, skills & experience

- Post-secondary education with a degree or certification in technical writing, english, journalism, or literature degree preferred
- You have studied best practices for business, technical and operational documentation, and experience with technical documentation tools
- Minimum 3 years' of prior applicable technical writing experience interacting/assisting software development firms that specialize in developing large and complex applications
- Minimum 3 years' of prior experience creating developer-focused documentation like API, process flows, and architectural documentation will be a strong asset
- The individual will either be familiar with marketing technology in general, and loyalty marketing in particular - or will become knowledgeable in these and adjacent market and technology spaces over time.
- Must have demonstrated experience in technical writing, proposal design, storytelling, and strategic messaging, in delivering competitive proposals
- Must be proficient in Microsoft Office, including Microsoft Word, Excel, Powerpoint and Visio
- Strong knowledge of XML, HTML, and CSS
- Strong knowledge of SnagIt, Camtasia or similar screen capture applications
- Has the proven ability to learn new and complex concepts quickly and apply them correctly.
- Is a self-starter that takes initiative, is resourceful and self-motived and drives projects to excellence.