



There's no end to better.

TECHNICAL WRITER

POSITION SUMMARY

A Technical Writer is responsible for producing, distributing, maintaining and archiving all technical documentation for software that is developed by Calabrio. This person must have the ability to research, must be able to organize their ideas, and be able to translate technical terms into text that any reader can understand. This includes all manuals, online help and any other material that is visible to customers.

CORE EXPECTATIONS

- ∞ Create and update all customer documentation that is required for a product
- ∞ Participate in documentation reviews
- ∞ Provide input for scheduling
- ∞ Responsible for testing documentation integration into a product
- ∞ Responsible for resolving and updating all documentation issues
- ∞ Responsible for escrowing documentation for Calabrio software
- ∞ Responsible for department Intranet upkeep
- ∞ Ability to learn and understand the products for which documentation will be written
- ∞ Receives direction on what is to be written
- ∞ Other core expectations will be defined by your direct supervisor/manager

CORE COMPETENCIES

- ∞ Good troubleshooting and creative problem solving skills
- ∞ Good verbal, written and interpersonal communication skills to interact with team members, senior support personnel, high level personnel and customers
- ∞ Ability to work independently and as part of a team
- ∞ Ability to work with and create graphics
- ∞ Be able to turn technical specifications into customer friendly documentation
- ∞ Other core expectations will be defined by your direct supervisor/manager

WORKING RELATIONSHIPS

- ∞ Report to a manager or higher level personnel
- ∞ Work closely with peer engineers, group leads and other employees and departments within the company
- ∞ Limited direct work with customers and partners



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EDUCATION/EXPERIENCE

- ∞ 4-year degree
- ∞ 2 or more years of technical writing experience
- ∞ Experience with Adobe Frame maker
- ∞ Experience with Microsoft Word
- ∞ Experience with Web authoring tools

BENEFITS

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive compensation and extensive benefits package including paid time off, medical, dental, vision and 401k benefits and future growth opportunities within the company. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the company. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture. To learn more about our company please visit: www.calabrio.com.

To apply to this career opportunity follow this link: <https://home.eease.adp.com/recruit/?id=1161951>

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