

Associate 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
- 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 below.

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 below.

EDUCATION/EXPERIENCE

- 4-year degree
- 2 or more years of technical writing experience
- Preferred experience with Adobe FrameMaker—structured and unstructured
- Preferred experience with DITA
- Experience with Microsoft Word

MENTAL/PHYSICAL REQUIREMENTS

- Ability to be on feet while performing job responsibilities
- Ability to sit for long periods of time depending on your position and/or getting up and down through your work shift
- Frequent alpha/numeric keyboarding
- Ability to view a computer for a long period of time

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

COMPANY POLICY/PROCEDURES COMPLIANCE

Follow all company policies and procedures as well as local, state and federal laws concerning employment to include, but not limited to: I-9 information, EEOC, Civil Rights and ADA.

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://workforcenow.adp.com/jobs/apply/posting.html?client=calabrio&jobId=156343&lang=en_US&source=CC3

ABOUT CALABRIO

[Calabrio](#) is a customer engagement software company that provides analytic insights to catalyze growth through customer service contact centers. The [Calabrio ONE®](#) software suite empowers everyone in an organization, from contact center agents to the CEO, with easy-to-use tools that provide a better understanding of the customer. Every customer

interaction yields insights that expand customer-consciousness, which is how leading companies now drive growth and long-term corporate prosperity.

Calabrio solutions are built on an intuitive, web-based architecture that positions and accelerates the contact center as an epicenter for customer insight. A pioneer in its industry for more than two decades, Calabrio has been named “Leader” by Gartner in its Magic Quadrant for Customer Engagement Center Workforce Optimization (2015). The company is also a member of the Cisco Solution Partner Program and the Avaya DevConnect program.

Find news and information at www.calabrio.com. Follow [@calabrio](https://twitter.com/calabrio) on Twitter.

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