

JOB DESCRIPTION

TITLE: Senior Technical Writer, User Documentation

REPORTS TO: Director of Engineering

PRIMARY FUNCTION:

Primary responsibility will be to create documentation for physical products including manuals, how-to guides, and other user-centric materials. These documents help consumers understand and operate electronic products efficiently.

- Writing products user manuals for television, set top boxes, and mounting hardware
- Writing physical installation instructions
- Editing service bulletins
- Editing white papers
- Editing software release notes

RESPONSIBILITIES INCLUDE:

- Develop product manuals for customers
- Edit and refine existing content for internal and external stakeholders
- Write user manuals and how-to guides
- Use animations, illustrations, or photographs to enhance user understanding of products
- Standardize content across multiple platforms and media
- Gather usability feedback to update and improve existing documentation
- Write assembly manuals and installation instructions
- Must be able to meet deadlines and withstand moderate amounts of stress
- Other duties assigned/required.

KNOWLEDGE AND EXPERIENCE:

- 5+ years' experience writing user guides for electronic devices
- Technical degree (IE. engineering, computer science)
- Ability to anticipate customers' needs and guide them through the solution
- Mastery of Microsoft Office
- Ability to work independently while part of the engineering team
- Must be on-site 4+ days a week
- Fluent in Spanish/French is a plus

MANAGEMENT RESPONSIBILITY:

N/A