



## Senior Technical Writer

### Who we are

Focus Edumatics is a leading ed-tech company that has been offering innovative solutions in the fields of online tutoring and e-learning for more than 15 years. It is a place that creates technology-driven solutions to everyday practical challenges faced in education delivery to improve the teaching-learning process. The company's B2B client base includes universities, publishers, and corporates across the US. Currently, the company caters to 1000 + schools and 300,000 students. We empower individuals to solve, create and deliver adaptable solutions. Here is an opportunity to join our dynamic team and build your dream career.

### About the role

We are looking for a Senior Technical Writer to work collaboratively with developers, quality engineers, product managers, and usability experts and produce high-quality documentation that contributes to the overall success of our products. Technical writers are skilled wordsmiths that typically develop product manuals, how-to guides, website help sections, journal articles, and other content that distils technical information with ease and clarity. Additionally, we are looking for business analysis skills so that the candidate can also actively contribute in shaping the product roadmap.

### What you will do

- Obtain a deep understanding of products and services to translate complex product information into simple, polished, and engaging content
- Research, outline, write, and edit new and existing content, working closely with various departments to understand project requirements
- Independently gather information from subject matter experts to develop, organize, and write procedure manuals, technical specifications, and process (“As Is” vs “To Be”) documentation
- Write user-friendly content that meets the needs of the target audience, turning insights language that sets our users up for success
- Write and update client-facing documentation, including technical white papers, user guides and online help.
- Write and update installation, implementation and API documentation
- Develop and maintain detailed databases of appropriate reference materials, including research, usability tests, and design specifications
- Work with development and support leads to identify all documentation repositories, revise and edit, and determine the best solution for data compilation and centralized storage
- Assist with designing process and solutions to positively impact the customer experience

### Who you are

- A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline
- Any combination of degree, certification and relevant experience will be considered if the relevant experience requirement is satisfied



- Required Degree +5/+8 years of relevant experience
- Expert Level Technical Writing Skills
- Firm understanding of the systems development life cycle (SDLC)
- Experience working as a Business Analyst (Preferable)
- Demonstrated experience collaborating with multiple stakeholders, business units, solutions Architects and SMEs to consolidate input for analysis and decision/action
- Experience working with engineering to improve user experience: design, UI, and help refine content and create visuals and diagrams for technical support content
- Strong and demonstrated analytical and problem-solving skills
- Superior verbal and written communication skills with attention to detail and ability to executive with limited direction
- Ability to write in clear and concise language that is compliant and responsive to requirements
- Experience using XML based tools to create documentation

**Interested?**

If you are interested, please drop us an email to [careers@focusedumatics.com](mailto:careers@focusedumatics.com) along with your CV and a brief cover letter on why you are interested in this position.