

TECHNICAL DOCUMENTATION SPECIALIST

Department : Quality Assurance
Reports to : Director of QA
Location : Remote
Classification : Salary/Exempt/Full-time

JOB SUMMARY

The Technical Documentation Specialist is responsible for ensuring that all submitted documentation is accurate and complete.

ESSENTIAL FUNCTIONS

1. Writes, updates and distributes technical documents, including user manuals, workbooks, reference guides, release notes, interface documents and service bulletins for software applications and hardware.
2. Maintains a record of software issues and their resolution procedures for reference.
3. Works with subject matter experts to ensure documents are consistent and understandable to end users.
4. Plans and completes daily tasks within deadlines.
5. Maintains confidentiality and security of company documents.
6. Stores, catalogues and retrieves company technical documents
7. Utilizes software skills to write, edit, revise and compare documents.
8. Proofreads, merges and formats documents as required.
9. Maintains regular, consistent and professional attendance, punctuality, personal appearance and adherence to relevant health and safety procedures
10. Upholds, safeguards and promotes Milsoft's values and philosophy relating particularly to ethics, integrity and corporate responsibility
11. Any other duties that may be necessary or assigned from time to time; such duties do not normally change the level of the job

QUALIFICATIONS

1. Bachelor's degree in English, Communications or a related field
2. A minimum of three years of technical writing experience
3. Excellent verbal, written and interpersonal communication skills
4. Experience with HTML/CSS is essential
5. Experience with MadCap Flare or Bravo Notes for Azure DevOps is preferred
6. Strong analytical skills with high attention to detail and accuracy