JOB POSTING

Technical Writer – Full Time

Do you have experience with technical writing of customized software? Do you take the initiative, pay close attention to detail and meet deadlines? Would you like to work for a dynamic and growing company? RateLinx is a thought-leader in customized integrated shipping and logistics management software. The Technical Writer transforms intricate technical content into user-friendly material and interactive guides. This role creates, delivers and maintains high quality documentation, technical guides, user manuals, setup guides, training materials, etc. for proprietary customized software.

Responsibilities:
• Own and deliver customized software documentation, including technical guides, user manuals, setup guides, training materials, etc.
• Determine the needs of the end users of the technical documentation and gather usability feedback.
• Gather, analyze, translate and compose technical information into clear, readable documents to be used by technical and non-technical personnel.
• Compose and edit technical documents, including technical guides, user manuals, setup guides, training materials, etc.
• Conduct research and ensure the use of proper technical terminology.
• Prepare support documentation as required; maintain records/files of work.
• Develop and improve processes surrounding documentation.
• Collaborate with various teams, including Development, Implementation, Pre-Audit, etc. to understand and document RateLinx systems.
• Investigate and resolve problem areas in existing documentation.
• Analyze changes in software to determine need for revisions in previously published materials and development of new material.

The ideal candidate will have:
• Bachelor's Degree in relevant discipline.
• Mastery of fundamental technical writing disciplines and principles.
• At least 3 years of successful experience as a technical writer documenting software.
• Solid ability and skills to understand complex issues and write, edit and prepare clear, concise documentation, technical guides, user manuals, setup guides, training materials, etc.
• Fluency with MS Office Suite programs.
• Ability to quickly gain solid knowledge of proprietary customized software.
• High standards of quality, strong attention to detail, excellent problem solving skills and strong analytical and organizational skills.
• Ability to be proactive and to deliver high quality within tight deadlines.
• Ability to communicate effectively with technical and non-technical professionals at all levels.
• Exceptional interpersonal skills and ability to work collaboratively in dynamic team environment.
• Ability to work independently with minimal supervision and manage multiple priorities in a fast-paced environment with little guidance.
• Ability to present a positive, professional company image.
• Certification in technical writing a plus.

Hours/Benefits:
• 40 hours/week, 8:00 a.m. to 5:00 p.m. Monday through Friday
• Paid Time Off
• Paid Holidays
• Health Insurance (Medical, Vision and Dental)
• Life and Disability Insurance
• 401(k)

TO APPLY:

Email resume to careers@ratelinx.com.