



Technical Writer

Cloudiway provides innovative solutions for efficient data migration and enterprise coexistence. A smart ally to master each transition to the cloud and ensure productivity and high business performance.

All our softwares are developed in-house by our experienced team of engineers to ensure the highest level of reliability and faster response to technical issues.

Responsibilities

To strengthen its technical team, Cloudiway is looking for a Technical Writer M/W

A technical writer takes full ownership of his or her documentation project to design, develop and deliver the required learning deliverables, such as user guides, course guides and online help. The technical writer does this by performing a learning needs analysis and using a topic-based, single-sourcing writing approach. This includes all necessary project management and communication activities, such as working with required SMEs, setting up meetings and managing workload and schedules.

Main Accountabilities and Activities

Learning Needs Analysis

- Analyse assigned products, audiences, and workflows to produce a learning needs analysis document.
- Validate the final needs analysis document with peer reviewers, SMEs and, if appropriate, with team leader.
- Adhere to defined templates, procedures, and processes for learning needs analysis.

Technical Writing - Design

- Design online help structure and content mapping appropriate for the audience and their needs.
- Design document structures appropriate for the audience and their needs.

- Validate all online help and document designs with peer reviewers and SMEs, if appropriate, with team leader.

Technical Writing - Writing

- Update and refine existing documentation, or migrate older documentation into a single-sourced, topic-based documentation.
- For both new material and updates, plan and write comprehensive and concise content in the topic-based approach to fulfill the user needs.
- Write all content in a way that will facilitate maximum re-use for the creation of learning solutions.
- Utilize content development tools to build the necessary documentation deliverables for projects: focusing on, but not limited to - online help, course guides, and user guides.

Training Support

- Work with the trainer to design, write and deliver a trainee course guide (and any other training material) that fulfils the trainer's requirements. This material should include all content covered in the training course, with examples.
- Ensure training material is equally usable by all Amadeus trainers worldwide. Additionally, training material must be reusable and customizable by customers and ACOs for their own training requirements.
- requirements.

Education / Qualifications

- Bachelor's degree or higher preferred
- minimum of 2 years' experience preferred writing end-user functional information or training material
- Fluent English, multi-lingual is a plus (French, Spanish)
- Experience of Technical writing background required, e-Learning development and learning design experience a plus
- Experience with complex software systems a plus

Other Skills

Highly organized, self-directed, excellent communication (written and verbal) Networking, Persuasion, Background in software engineering, Background in finance, Understanding of Agile development processes/SCRUM, Working knowledge of HTML, XML and JavaScript, Prospecting Skills, Experience writing API documentation, Project Management experience, CRM, and Microsoft Office.

Job Location: Homeworking

Do you want to work in a dynamic company and face stimulating challenges? Do you wish to share your knowledge and personally contribute to the growth of the group?

Please send your application to careers@cloudiway.com