

Job title:	Junior Technical Writer
Department:	Products
Location:	Calgary, Canada
Supervisor:	VP Products

JOB DESCRIPTION

About Network Innovations

Network Innovations is a leading provider of Satellite & Communications services including VSAT networks, Mobile broadband, Push-to-Talk and Satphone solutions. NI serves clients across the globe in the Government, Media, Energy, Maritime, and Aero markets. With headquarters in Calgary, Canada, we have regional offices across North America, Europe, and Asia Pacific, and we work with over 200 partners operating globally.

Job purpose

Prepare instruction manuals, journal articles, and other supporting documents to communicate complex technical information. Develop, gather, and disseminate technical information among customers, designers, and support staff. Define and enforce documentation standards to ensure NI technical documentation has a professional and consistent look and feel. You will have the opportunity to work with product management and developers to shape our products.

These technical documents and training guides will aid our customers, service partners, and internal operations staff to easily use, deploy, and manage network services and solutions provided by NI.

Duties and responsibilities

- Writes and edits technical documents including reference manuals and product manuals.
- Writes and edits procedural documentation such as user guides and manuals.
- Analyze documents to maintain continuity of style of content.
- Manage updates and revisions to technical literature.
- Support an effective Customer Service function by ensuring the provision of adequate documentation and procedures to reduce deviations, provide for on-time delivery, and
- meet customer quality expectations.
- Meets with engineers, programmers, and project managers to learn about specific products or processes.
- Research product samples and runs tests to fully understand product.

- Assess the audience needs for whom the technical and procedural documentation is intended; adjusts tone and technical terms used to meet those needs and to ensure understanding.
- Plans writing processes and sets timelines and deadlines.
- Creates or works with graphic designers to create diagrams, charts, and other visual aids to assist readers in understanding a product or process.
- Gathers feedback from customers, designers, and manufacturers to improve technical documents.
- Performs other related duties as assigned

Qualifications

Required Experience & Skills

- Degree or diploma with an emphasis on communication
- Excellent verbal and written communication skills (including grammar).
- Excellent organizational skills and attention to detail.
- Ability to present complex data in clear, concise text.
- Ability to meet deadlines and to work independently, across time zones.
- Ability to edit and proofread work of colleagues.
- Proficient with Microsoft Office Suite or related software

Nice to have

- 1+ year of Technical Documentation in a Software or Hardware based project
- Ability to create short videos as accompaniments to written documentation.
- Familiar with Web Technologies and UIs
- Familiar with networks, and network management concepts: TCP/IP, SNMP, LoRaWAN

Mindset

- Customer focus
- Strong communicator
- Problem Solving
- Creative, collaborative, and open-minded
- Passion and pride in your work

Working conditions

This is a full-time position in a professional office environment with flexible work hours. Occasional after-hours work may be necessary for a meeting with an overseas team member. Occasional travel is expected (including internationally) for projects or conferences.

Disclaimer Statement: This job description lists the essential functions of the position and is not intended to include every job duty and responsibility specific to a position. An employee may be required to perform other related duties not listed above provided that such duties are characteristic of that classification.