We are looking for
Senior Technical Writer

OctopusBI is an Australian based Education Data Analytics company, consisting of a passionate group of talented professionals who are working in our local office situated in Colombo, Sri Lanka. Currently, we are looking for a “Senior Technical Writer” to join our team in Sri Lanka.

The ideal candidate should be proactive, highly organized, have exceptional communication skills, and a passion for agile and getting the job done with a level of excellence. If you are up for the challenge, please send us your CV.

Responsibilities

- Liaise with the Product Owner and document all the technical details of the product(s) (Ex: Octopus BI).
- To cover documentation including, but not limited to User Guide Documents, Training Manuals/Courses, Technical Guideline Documents, product demo videos etc.
- Produce product related videos with narration.
- Maintain product help portal with up to date documentation.
- Work closely with internal teams (Ex: Product Development) to obtain an in-depth understanding of the product(s) and its features and limitations.
- Produce high-quality documentation that meets applicable standards and is appropriate for its intended audience.
- Documents delivered should be simple and at the same time comprehensive to meet the customer expectations.
- Analyze existing and potential content, focusing on reuse and single-sourcing opportunities.
- Create and maintain the information architecture.
- Independently gather information from subject matter experts to develop, organize, and write procedure manuals, technical specifications, and process documentation, etc.
- The Technical Writer should be able to introduce any documentation(s) which meets the expectations of industry standards and maintain this documentation as a part of the product delivery life cycle.
- In addition to the above, any customer specific requirements with documentation shall be covered by the Technical Writer.

Requirement

- Bachelor’s degree in a relevant technical field.
- 3+ years industry experience as an effective technical writer.
- Proven ability to quickly learn and understand complex topics.
- Previous experience writing documentation and procedural materials for multiple audiences.
- Superior written and verbal communication skills, with a keen eye for detail.
- Proven ability to handle multiple projects simultaneously, with an eye for prioritization.
- A clear analytical mindset and basic understanding of statistical concepts and data visualization.
- Firm understanding of the systems development life cycle (SDLC).
- Previous experience working in a startup environment (Agile) will be an added advantage.

Join us by sharing your CV to info@syra.com.au

OctopusBI empowers business with invaluable insights from data to transform future outcomes and positively impact learners’ academic and personal success.