Position Name: Technical Writer

About Protecht:

Protecht's strategic vision and mission is to assist organisations in the achievement of their objectives through better decision making. Protecht believes that its contribution to clients through the delivery of risk management training, advisory services and leading software, supports organisations in achieving their objectives. Protecht has been at the forefront of risk management research, knowledge sharing and skills transfer since its inception.

Protecht encourages the sharing of risk management knowledge. Protecht staff contribute on a regular basis to on-line risk forums and blogs, and Protecht makes available at no charge risk management e-books on leading risk management topics. Protecht is an equal opportunity employee and employs staff on their merit without any regard to age, gender or beliefs. Protecht has a documented Anti-Discrimination, Harassment and Bullying policy that is embedded in practice within the organisation. Our Training and Development policy is designed to support any staff member wishing to improve their skills. And we encourage and support staff to be involved in community activities.

The Protecht Group, of which Protecht.ERM Pty Ltd is a wholly owned subsidiary, specialises in the provision of enterprise risk and compliance management services and solutions.

Protecht is committed to diversity and inclusion. If you are inspired to make a positive difference, find out more about us at www.protecht.com.au

About the role:

The technical writer will be responsible for the product documentation for the Cloud/SaaS Risk Management software application Protecht.ERM, developed and supported by Protecht.

The technical writer's task is to ensure that our clients are able to get the most out of the product in a self-sufficient manner. Achieving a good understanding of what clients want to do, along with the ability to clearly articulate how to achieve those objectives, will be the key to success.

The technical writer will work as part of the development team to ensure that existing features and new product developments are accurately explained.

The online documentation is maintained in Atlassian Confluence.

In building our team, we are looking for a person with the right attitude above and beyond technical knowledge.

The technical writer will have scope to structure the documentation and content. Beyond the existing documentation in Confluence, the technical writer will be involved in determining the best mediums to engage with our clients in the future.

Key accountabilities:

Responsibilities include but are not limited to:

- Produce product documentation in Atlassian Confluence
- Produce product Release Notes

- Produce client product notifications
- Develop an understanding of the product's user base
- Understand the product's features
- Maintain a roadmap for documenting new features and refining existing content
- Develop how-to articles
- Assist with marketing communication

You must:

- Be an Australian citizen or have a demonstrated right to live and work permanently in Australia
- Have Excellent written communication skills
- Have a passion for writing and documentation
- Have creativity
- Have a clear and logical approach to understanding and communicating complex concepts and processes
- Have attention to detail and a commitment to quality
- Be an excellent communicator

It would be great if you also had:

- Experience with Atlassian Confluence
- Experience with Atlassian Jira
- Knowledge of Web technologies (HTML, CSS, JavaScript)
- Commercial experience as a technical writer in a software development environment
- Demonstrable interest in Risk Management

To apply for this role:

- Go to our website https://www.protecht.com.au/about/work-with-us and complete the "I want to join the team" form. To be considered for this role when completing the form please enter the word "Milan" In the "How did you come to hear about Protecht" field.