

[New Job] Senior Technical Writer (Belfast, NI)

Contributed by CK Jung
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Job Title: Senior Technical Writer
Responsible to: Manager, Technical Documentation
Location: Belfast, Northern Ireland
Status: Permanent, Full Time
Salary: Negotiable
You must be an EU citizen or hold a regular work permit for the UK
Apply by sending your CV and cover letter to Sdennis@atg.com

Summary

ATG's software and on-demand solutions power the world's top brands' e-commerce Web sites, enabling them to attract prospects; convert them to buyers; and offer stellar ongoing customer care. Both Forrester Research and Gartner have picked ATG as a leading e-commerce platform on the market.

At ATG, you'll find the spirit, energy, and vision of a high-tech startup combined with the stability, track record, and enviable client base of an industry veteran. ATG e-commerce software powers more of the top 300 Internet retailers than any other vendor. Our client list includes Best Buy, Tesco, Urban Outfitters, Coca-Cola, Nike, Walmart, Neiman Marcus, Sprint, T Mobile, AT&T, Chico's, and American Eagle Outfitters.

Role

In this position, you will develop a variety of documentation for ATG's software products, writing conceptual, task-based, and reference material for both technical and non-technical audiences. You will work closely with product teams to deliver high quality information in the form of user manuals and Web-based user assistance.

Responsibilities

- Lead documentation projects or work as sole writer, depending on project needs
- Estimate scope, create documentation plans, and delegate tasks to other writers if required
- Actively participate in product planning by reviewing specs and UI designs
- Research content by interviewing subject matter experts and working directly with the software
- Coordinate documentation reviews and incorporate input
- Adhere to group standards for style, tools, and template use

Requirements

- Degree-level education
- Minimum 5 years' experience developing software documentation for business user, developer, and system administrator audiences
- Understanding of Web application development concepts, including J2EE and JavaServer Pages, or demonstrated ability to document subjects of similar complexity
- Excellent writing skills: ability to produce error-free text that demonstrates a fluent understanding of grammar, punctuation, and technical writing principles
- Ability to communicate effectively with engineering teams
- Strong project management skills
- Professional experience using MS Word templates

Recommended

- Broad knowledge of technical documentation practices
- Experience working as part of a documentation group
- Ability to read code in a modern programming language, ideally Java

Environmental

The role requires a willingness to work with teams located in other areas (Seattle, Boston, Minsk). Although based in Belfast, there will be occasional need to travel to other ATG locations.

Benefits

In addition to a competitive salary, excellent working environment and share options, ATG offers a generous benefits package including pension plan, an employee stock purchase plan, life and disability insurance and private health and dental insurance.

For further information on ATG please visit: www.atg.com