

WE'RE HIRING!



Technical Writer - Toronto

Dominion Voting is searching for a **Technical Writer** to join our team in Toronto! This position will be responsible for creating and writing various types of user documentation, including how-to guides, references, manuals, cheat sheets, or instructions, for Dominion Voting Systems innovative election technology (hardware & software products).

Responsibilities

- Work closely with product management and operational readiness groups to maintain service levels and meet expectation of documentation management process
- Adhere to Revision Numbering and Format of all technical and end-user documents Dominion produces
- Maintain a Document Repository of all documents to be written
- Adhere to, and annually review the Document Configuration Management process, including Change Control and Tracking
- Define a strategy for Information Gathering and Planning for every document to be written
- Define Content Specification for every document to be written (input file formats, structure, textual and visual content format, repository, etc.)
- Develop/prepare/maintain Documents Content (text, visual elements, etc.)
- Work independently and collaboratively to gather information and write and/or revise clear, concise, accurate, and easily read user guides and technical documentation packages.
- Adhere to, and annually review the document release process
- Define and monitor Documents accuracy and quality (Testing and Verification) process
- Explain scientific and technical ideas in simple language

Qualifications

- Undergraduate degree in computer science or engineering, or equivalent work experience
- 3-5 years technical writing experience
- Experience with Adobe FrameMaker
- Knowledge/understanding of collaborative workspaces, such as Confluence
- Excellent verbal and written communication skills
- Strong time management skills
- Ability to manage projects with detail-oriented skills
- Knowledge and understanding of computers, the election process and Agile/Scrum development
- Ability to analyze data and make determinations from it for problem resolution
- Ability to establish and maintain business relationships
- Ability to analyze problems and identify potential solutions and preventive measures

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