

Product Documentation Writer

Position Description

Tenna is searching for a seasoned Product Documentation Writer to work on a short-term project. As a Product Documentation Writer, you will work within the product development team to create and maintain technical hardware and software documentation for all Tenna products. The ideal candidate will be an excellent communicator (particularly with software developers) and possess a passion for the IoT revolution. You will thrive in a fast-paced work environment that requires strong attention to detail and accuracy within a large body of technical information to deliver a seamless experience for our end users!

Your Responsibilities

- Create comprehensive technical documentation for a wide audience, including product management and software developers
- Collaborate with the product team to define technical requirements
- Adhere to documentation plans and schedules
- Create and maintain operational procedures and manuals
- Achieve and maintain a strong product knowledge
- Analyze existing documentation for consistency in tone and style
- Manage updates and revisions to existing documentation
- Resolve any reported/ticketed documentation issues
- Identify new documentation needs or opportunities

Qualifications

- 5 year's experience writing software documentation in a web production environment
- Expertise in HTML/CSS
- Experience working closely with engineering and product management teams as part of the software development process
- Experience with Agile-based Software Development, JIRA and Confluence
- Experience in project and process management of a documentation set
- Experience in content management systems and/or help tools
- Software development or application support experience
- Ability and initiative to learn new tools and technologies as required
- Excellent written and verbal communication skills in English
- Strong attention to detail, with a keen eye for improving the work of others
- Able to write in explanatory and procedural styles for multiple audiences

What you need to know

- Consultant position, short term contract offered
- Location: Edison, NJ