JOB DESCRIPTION

Doc. No.	ICT01(TW)	Revision	1
Position Title	Technical Writer	Category	Technical
Department	ICT	Reports to	Technical Manager
Supervises	N/A		

A. Position Purpose & Summary:

Technical writers prepare instruction manuals, journal articles and other supporting documents to communicate complex and technical information more easily. They also develop, gather and disseminate technical information among customers, technical teams and project leads.

B. Primary Duties & Responsibilities:

1) Preparing simple, readable, audience-focused, original documents for product functionalities, enhancements and updates.
2) Checking the documents for clarity of the language, accuracy, spellings and syntax errors.
3) Verifying the clarity, completeness, accuracy and quality of technical documents.
4) Researches available product information; interviews remote and local technical experts; conducts independent tests of technical features and software/documentation usability.
5) Functions as a member of a cross-functional software team in an agile development environment; collaborates with product management, software engineers, quality assurance engineers, and support personnel to produce product documentation based on established deadlines and milestones. Attends and reports at regular team meetings.
6) Performs and implements technical and peer reviews of product documentation.
7) Understands different user levels and writes to the appropriate level. Adheres to department standards, including templates and style guides.
8) Provides status updates on projects as required by management. Coordinates with other technical writers on documentation projects.
9) Develops working knowledge of product functional areas as assigned.

C. Accountability:

The Technical Writer will be held accountable to consistently provide:
1) Clear and error-free standard documentation.
2) High quality, easily understood document, manuals and job aides.
3) Controlled document library and up-to-date documentation review process.
4) Documents are as per MIMOS standards, including templates and style guides.

POSITION REQUIREMENTS

D. Academic Qualification:

☐ Phd ☐ Master's ■ Degree ☐ Others (Please specify) _____

☐ Engineering ■ Information Technology ☐ Science ■ Marketing / Business

☐ Finance / Management ☐ Others (Please specify) _____

E. Experiences:

☐ Fresh ☐ 1- 3 years ■ 3 – 5 years ☐ More than 10 years

☐ R&D ■ Information Technology ☐ Manufacturing ☐ Oil & Gas ☐ Finance / Admin

☐ Sales / Marketing ☐ Others (Please specify) _____

F. Technical Skills	G. Soft Skills
Microsoft Office (excel, word and PowerPoint).	Very good command in Malay and English.
	Strong analytical skills and reasoning ability.
	Excellent communication and interpersonal skills.
	Readiness to gain knowledge on latest products and tools used for documentation in the industry.

Additional Preferences
3 to 5 years' experience in the field of technical writing.
Good understanding of Software Development Life Cycle (SDLC) and ability to adapt the writing process to match the different stages of SDLC's requirements.
Ability to translate technical terms into layman terms.

Related Job Match
N/A