

Product Documentation Specialist

Company Overview:

Onapsis is rapidly expanding, achieving record growth year after year. We are seeking passionate contributors who thrive in an open and collaborative environment.

Onapsis protects the applications that run the global economy. Only Onapsis delivers a next-generation platform for protecting mission-critical applications by providing the actionable insight, change assurance, automated governance and continuous monitoring capabilities required by cross-functional teams to discover risk, optimize workflows, control change and automate reporting. Onapsis's holistic approach empowers enterprise organizations to embrace and accelerate SAP and Oracle E-Business Suite modernization, cloud and mobility initiatives, while keeping their ERP, CRM, PLM, HCM, SCM, BI and cloud-based mission-critical applications protected and compliant.

Headquartered in Boston, MA, and with regional offices in Heidelberg, Germany and Buenos Aires, Argentina, Onapsis proudly serves more than 300 of the world's leading brands and organizations, including many of the Global 2000. For more information, connect with us on [Twitter](#) or [LinkedIn](#), or visit us at <https://www.onapsis.com>.

Position Summary:

Onapsis is looking for a **Product Documentation Specialist** to join the product team. We are looking for someone who is dedicated to developing print documentation, in product Help, and context sensitive guidance, and engaging content that enables users to not only use the product, but understand the business benefits of the technology. You will work closely with the Senior Product Documentation Specialist, the Product Management, Product Marketing, Engineering, Onapsis Research Labs and Professional Services teams to develop content in formats that meet customer needs.

As a Technical Writer/Product Documentation Specialist, you will be:

- Producing and maintaining accurate customer-facing documentation according to plans, schedule, style guides, standards, and business priorities within the context of an agile development sprint
- Planning, writing, maintaining, validating, and publishing deliverables such as release notes, user guides, administration guides, installation guides, best practice guidelines, in-product Help, and context-sensitive guidance
- Interacting with cross-functional teams to ensure content meets end-user needs
- Comfortable working in a fast-paced start-up environment with bi-weekly releases, remote engineers, and tight deadlines
- Committed to creating new ways of developing and delivering engaging end-user content, such as videos and tutorials
- Interested in learning new technologies

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- Dependable and able to work productively on multiple tasks

Experience and Qualifications

- 3+ years experience writing technical content or documentation in a software business environment
- Strong written communication skills and ability to explain concepts clearly and concisely
- Experience with MadCap Flare or similar
- Experience with Camtasia or similar a plus
- Experience with Pendo a plus