

Sr. Technical Writer

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Company: Redpanda Data

Location: United Kingdom

Category: arts-design-entertainment-sports-and-media

About the Role

:

We are building our documentation team and are looking for a Technical Writer to help lead the end-to-end vision, strategy, and implementation of Redpanda products. Reporting to the Technical Writing Manager, you will document multiple functional areas of Redpanda products, including all aspects of security, data balancing, and cluster configuration. You will advocate for the user experience of our products (including the core streaming platform and cloud SaaS areas), spearhead a user-centric approach, and help lead product strategy. You will be a foundational member of the documentation team, helping to build processes, and drive strategy. This is an opportunity to work closely with product and engineering leadership and teams at a fast-growing, well-funded startup.

You Will:

- Collaborate with engineering teams to discuss technologies and workflows, and create top-notch documentation

- Write, format, and edit content, including security configurations, cluster configuration, and Redpanda Cloud content

- Contribute to web content design—a content design background is a plus

- Facilitate knowledge sharing throughout our engineering, product management, and design teams and help produce accurate, well-written communications

Partner with content specialists to define documentation standards and best practices

Participate in assessing and proposing software and methods to continuously improve our documentation processes

Write and revise content/test features with the customer experience as the primary driver

Engage in community discussions with OSS, prospective, and paying customers

Be part of a diverse remote distributed team

You Have:

4+ years of experience writing technical documentation for an external developer audience

Familiarity with basic software security fundamentals

Ability to distill complex technical concepts into clear, comprehensive, developer-focused documentation

Recent experience working in a docs-as-code environment

Understand and have worked on Git, open-source development, AsciiDoc/Antora, front-end web development

Experience working with open source technologies and communities

Read and code in languages such as Java, goLang or Python, and YAML—familiarity with data streaming and/or Apache Kafka a plus

Excellent information architecture and information design skills

Familiar working with Apache Kafka® (event streaming), databases, or distributed systems

Rabid desire to help our customers get the information they need quickly and easily

Excellent writing, editing, and verbal communication skills

U.S. base salary range for this role is \$144,000 - \$170,000 (CA, NY, WA) and \$125,000 - \$148,000 (other US locations). Our salary ranges are determined by role, level, and location. As a remote-first company, we strive to consider each candidate's job-related skills, location, experience, relevant education or training to determine individual base salary. Your talent partner will share more about the specific salary range for your preferred location during the hiring process.

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