

United Kingdom Jobs Expertini®

Technical Author

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Company: CDL Software

Location: United Kingdom

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

Are you a **Technical Author** who is looking for a new challenging role? Do you enjoy working within an agile environment and looking to work as part of an innovative, collaborative culture?

We are looking for a Technical Author with extensive experience documenting APIs, who can contribute to the delivery of high-quality software and API documentation to our customers.

What we do:

CDL is one of the UK's leading software development houses, employing over 600 people at its campus in Stockport. It has a consistent history in the high-volume retail insurance sector. CDL has spearheaded developments in the aggregator, web and telematics space, including connected home, enrichment and self-service solutions. As a result, the company's robust and innovative technologies have enabled its customers to thrive in the highly competitive UK insurance marketplace.

We have built a collaborative and creative culture where we employ agile techniques to deliver our pace-setting applications. We pride ourselves on cultivating an inspiring working environment with our employees at the heart of our company. Department Service

Management Employment Type Permanent - Full Time Location North West UK - Hybrid

Workplace type Hybrid This role's hiring manager: Jed Shaw

Key Responsibilities

You will be involved in a range of our software products and you will take real ownership of the production and maintenance of the product and user guides, release notes and product enhancements. Working closely with the product, development and support teams to create reference materials to understand features and functionality of the software.

Joining our Service Management department, you will have a strong customer focus, team ethic, and excellent communication skills. We are looking for a Technical Author / Writer who can create and review technical documentation aimed at a variety of audiences, ensuring the correct language is applied. Your role will have a strong focus towards the continuous delivery, driving improvements you will ensure deadlines are met.

Skills Knowledge and Expertise

At least three years experience documenting APIs

Experience of creating and reviewing of customer-facing product content

Working knowledge or awareness of agile approaches to software development, ideally with Scrum and Kanban

Ability to collaborate with customers, development teams, and product owners

Quality-oriented with experience producing high-quality user documentation, ensuring appropriate use of language and graphics

Strong customer focus and the ability to work to deadlines

Strong team ethic

Strong focus on personal development and willingness to learn

Desirable/Beneficial

Knowledge of Technical Authoring tools, such as MadCap Flare or Adobe RoboHelp

Knowledge of versioning software, such as Git

An understanding of HTML, CSS, and JavaScript

Experience with localisation and globalisation

Benefits

Hybrid Working (2+ Days a Week in the office)

Flexible hours

25 days holiday to start, increasing by 1 day per 1 year of service up to 30 days.

Top employer for 8th year running

Excellent training and development platform

Opportunities for career progression

Health and Wellbeing programme

Virtual activities, lunch and learns, coffee mornings and meetups.

Life and health assurance

Electric Vehicle Scheme

Established Recognition Award System

Great Parental Benefits

Diversity and Inclusion network

Pension scheme

Community projects and volunteer days

Refer a friend bonus

Campus Benefits:

On-site free parking

Open plan modern offices

Quiet Spaces are also available

Shuttle bus to and from the station

Subsidised restaurant

Games room and chill out zone

Annual Hackathon & Deep Racer Events

Social activities, regular social events through our social group Xtra, including a summer BBQ, competitions, bowling, go-karting, football games, Winter party and much more!

Car wash, barber, yoga classes, boot camp and massage services all on site

Cycle to work scheme

Shower and dry rooms

Diversity and inclusion

We're on a journey to keep innovating, that means welcoming new ideas and ways of thinking.

CDL recognises that building a diverse workforce is critical to the success of our business.

We strongly encourage applications from a diverse talent pool and welcome the opportunity to discuss flexibility requirements and workplace adjustments with all our applicants.

About CDL Software

The UK's biggest insurance retailers rely on CDL's trend setting solutions to drive success and growth. Our ambition and commitment has produced a track record of delivering exactly that. The result is a client base that includes some of the most profitable insurance operations in the UK.

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