

Technical Writer / Knowledge Manager

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Company: Cegedim

Location: Bristol

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

Bristol office based / hybrid working (2 days per week in office)

Mission

At the International Division of Cegedim Insurance Solutions our mission is to enable health insurers to rapidly add value through our technology solutions. Actisure is our award-winning product which has led us to become a leading worldwide supplier of software to health insurers. Actisure is an extensive platform consisting of Core back office automation, Open API and integration suite and Digital solutions serving customers and all parties in the insurance value chain.

What you're looking for?

This is a new position where you will write and edit user and technical documentation, taking ownership of our award-winning Actisure Knowledge Base (AKB) which is delivered using the Zendesk Guide Platform.

What will you be doing day to day?

Writing and editing user and technical documentation in various formats, including but not limited to:

FAQs

Knowledge bases articles

User manuals

Release notes

Process flows

Training materials

Product descriptions.

Working with the development teams to help plan their contributions to the Knowledge Base, QA and refine the content provided on a sprint by sprint basis.

Collaborating with teams and stakeholders across the business to collect, understand and then package important knowledge in high-quality documentation, including support and consulting teams.

Understanding client and internal use cases and managing feedback in order to continuously improve the knowledge base's structure and content.

Developing your product knowledge to be able to write accurate and authoritative documentation.

Maximising the value obtained from Zendesk, be the company expert in the product.

Profile

Who we're looking for?

You'll be based within a commutable distance to Bristol and have the flexibility to go into the office 2 days per week. You'll have a minimum of 2 years + experience in a similar Technical Author role writing high quality technical documentation for software products or systems.

You'll be a self-starter who is keen to learn and get hands on with the product.

What we can't do without?

2 years+ minimum commercial experience writing high-quality technical documentation for software products or systems.

A strong understanding of core IT concepts and terminology.

Excellent communication skills, both written and verbally.

An understanding of content strategy and information architecture principles.

Strong visual communication skills, using diagramming and charting tools to their full

potential.

Not a deal breaker but it would also be nice if you had:

Experience of using Zendesk Guide or a similar solution.

A background or understanding of the lifecycle of insurance products.

A good understanding of technical architecture and terminology, including APIs and Swagger.

Language skills such as French or Arabic.

In return you'll be offered a long term career with training and development, fluid hybrid working and a competitive salary with great benefits package.

Office location and useful info

Our International Division strives to be a non-hierarchical company, with a friendly, can-do culture where challenging work and talent is recognised and rewarded. We employ c.80 employees mostly based out of our office in Bristol, along with some consultants working in locations around the world from home or on client sites. We have recently moved into a brand new office within the Programme building at The Pithay in central Bristol. The office space has been designed and fitted out specifically to our requirements to ensure a highly functional, flexible and comfortable working environment, whether hot-desking, having stand-ups, or more formal/confidential meetings. There's an NCP car park at the rear of the block and there's great access to public transport routes with bus stops within a few steps of the building, the train station; Bristol Temple Meads is approx. 10-15 walk. There's also secure bike storage and excellent showers to freshen up after a bike ride, gym class or run. We're close to lots of restaurants, coffee shops, gyms and shops as well as being just a short walk from the Castle Park and Harbourside areas. We are a friendly team, with regular social lunch or after-work activities as well as work-related events; town halls or conferences, both in person and online. We have a smart casual dress code.

Words from our recruitment team

Hello, I'm Paul - my team and I manage the Internal Recruitment function for the Cegedim businesses across the UK. I'm always happy to hear from you, whether you are applying for a specific vacancy, want to know about upcoming opportunities or just want to have a chat about working here. You can contact me at

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