

Unisystems

The Netherlands

Technical Writer

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2,102 reviews

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Nederland

Solliciteer direct bij de werkgever

Nederland

- Preparation of user guidance/training material (incl. videos);
- Moderation of discussion forums;
- Publication of release communications/news items on the Institute's website;
- Running of showcases of the system for key users;
- Coordination and support of the user acceptance testing;
- Coordination of third line support;
- A strong technical background, specifically the delivery of the complex software systems;
- Knowledge in IT Service Management and/or Risk frameworks, and/or International standards

Qualifications

- Min. 12 years of experience in IT (including higher studies)
- Min. 8 years of experience in IT systems for customer-facing and case management
- Min. 8 years of working experience:
 - In combining the role of technical writer with providing user testing support and coordinating 3rd line support;
 - Analytically oriented to establish root causes of defects and incidents;
 - Using agile software development methodologies (i.e. Kanban, Scrum and other lean techniques)
- Strong technical background, specifically the delivery of the complex software systems;
- Knowledge in IT Service Management and/or Risk frameworks, and/or International standards
- Desirable:
 - Experience in working with JIRA;
 - Experience in working with Dynamics365
 - Relevant professional qualifications (e.g. Cambridge Certificates of English) are desirable

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