**ABOUT THE ROLE:**  
The ideal candidate will collaborate with Project Manager, Business and Data Analysts, to document and maintain requirements, procedures, processes, and other related content in an Agile/ Scrum environment. The ideal candidate is an excellent writer. The candidate must demonstrate superior writing, editing and communication skills, with a keen eye for detail.

**RESPONSIBILITIES:**

* **Document** – Create documentation, guidelines, and instructions for the technical program or software. Understand the audience intended for the material and the requirements of the project.  Develop and maintain templates for written documentation ensuring a consistent “look and feel” and meets and exceeds the company standards and client expectations
* **Collaborate and review** – Collaborate with team members such as software or hardware engineers to understand any specific process needed. Work with graphic designers to create illustrations, graphs, visual aids or charts to assist the user in understanding the product.  Receive feedback on documents and make changes as needed or suggested by other users
* **Agile/Scrum Experience -** working in Agile environment; leading in Scrum, writing user stories, documenting sprints and creating Burn-up and Burn-Down charts
* **Gather and analyze-** Collect technical information from various sources to document new and changing requirements and to document processes and procedures.  
  Independently gather information from technical and nontechnical Subject Matter Experts (SMEs) to develop, organize and writer procedure manuals, technical specifications, and process document. Develop and maintain templates for written documentation ensuring a consistent “look and feel” and meets and exceeds the company standards and client expectations

**REQUIREMENTS:**

* Bachelor's degree in English or relevant field required
* Three years of recent experience is preferred
* Excellent communication skills and strong attention to detail
* Proven experience working independently, setting tasks and timelines and meeting those goals
* Professional Writing or Creative Writing experience a plus
* Willingness to learn new processes, and tools
* Experience working with technical and non-technical team members and stakeholders at different levels in IT