

Technical Writer

Technical writers communicate complex information clearly, concisely and accurately, and without relying on jargon. As a technical writer, your role involves tasks such as writing conceptual overviews and procedures, reading and writing example code, or technical documents and FAQs. The role is a key link between software developers, business analysts, product owners as all the external users, tying together many vital but disparate parts of the FSB Platform.

As a Technical Writer you will be responsible for designing developer documentation for our internal and external APIs, along with any supplementary documentation as required to ensure successful delivery of the project. You will be responsible for the support of new product launches and updates as they platform, you will learn about the wide range of products offered by FSB, the impact the wider industry and then help drive the best practice guidance for all developers

Job Responsibilities:

- Develops a thorough understanding of the audience and the documentation required by meeting with colleagues, and working with managers to discuss technical problems.
- Exercises discretion and independent judgment planning, creating, writing, and editing various operational and maintenance documentation for print publication and digital viewing.
- Write technical documentation for internal or external developer audiences, such as API reference docs.
- Design and organize documentation sets for new APIs and developer products.
- Provides recommendations on the best output format per target audience, to meet the requirements of the product, procedure, or process.
- Edit, clarify, and proofread documents written by others, and coach non-writers on ways to improve their writing skills.
- Manage complex documentation projects, maintaining records and files of work and revisions.
- Supplement developer documentation with relevant sample code.

Skills Required

- Experience writing and testing documentation for APIs and SDKs.
- Experience writing developer guides.
- Ability to write in a clear, accurate and concise way about complex topics while avoiding unnecessary jargon.
- Ability to write about and explain technical information and concepts for both native and non-native English audiences.
- Ability to analyse any available data and user feedback and identify areas of improvement.
- Comfortable with source code repository concepts and tools (git, GitHub)
- Comfortable reading code in one or more languages, particularly Java and Javascript
- Comfortable with querying APIs
- Familiarity with XML, JSON, HTML and CSS

Desirable Skills

- Programming experience with complex large-volume high-transaction systems
- Betting software experience