

Technical Writer – Job Description



About FSB Technology

FSB was founded in 2007 by sports betting veterans who understood that consumer demand, live betting, smartphone penetration and evolving European gaming regulations would fundamentally change the operations behind a modern betting and gaming service. The founders of both Sportingbet and Betfair backed the business, and they've since become the industry's tech leader. Over the past decade, FSB have refined their technology and now offer the most customisable, efficient and reliable omnichannel sports betting platform – complete with tools that help you drive revenue, reduce operating costs and maximise marketing ROI.

The Role

As the Head of Retail Sales, your primary responsibility will be to work as a key member of the business development team to source, manage and win new sports betting sales contracts where retail channel solutions are required. The role includes ownership of the retail product development strategy and roadmap. You will have responsibility to set the retail product strategy by capturing specific product requirements through communications with customers and helping to prioritise these requirements internally. As the company's champion of the retail business, you will also manage relationships with equipment manufacturers, payment processors and testing facilities in order to ensure that the company is getting new products to market quickly and that the company is offering a competitive and compelling retail sports betting solution. Using your extensive industry contacts, you will need to identify sales opportunities within the market and present a compelling solution to prospective customers in order to close deals. The role will cut across and work in support of our regional business development teams and you will be expected to provide retail product expertise in support of a wide range of sales opportunities. Sales targets will range from major tier one and tier two operators, where a bespoke product solution can be offered, to smaller independent operators where you will define and sell an off-the-shelf solution. You will be expected to understand local regulatory requirements and to help define different retail product solutions for the various territories the company operates in. With keen and passionate understanding of the retail user experience, you will be the key driver behind our retail business success.

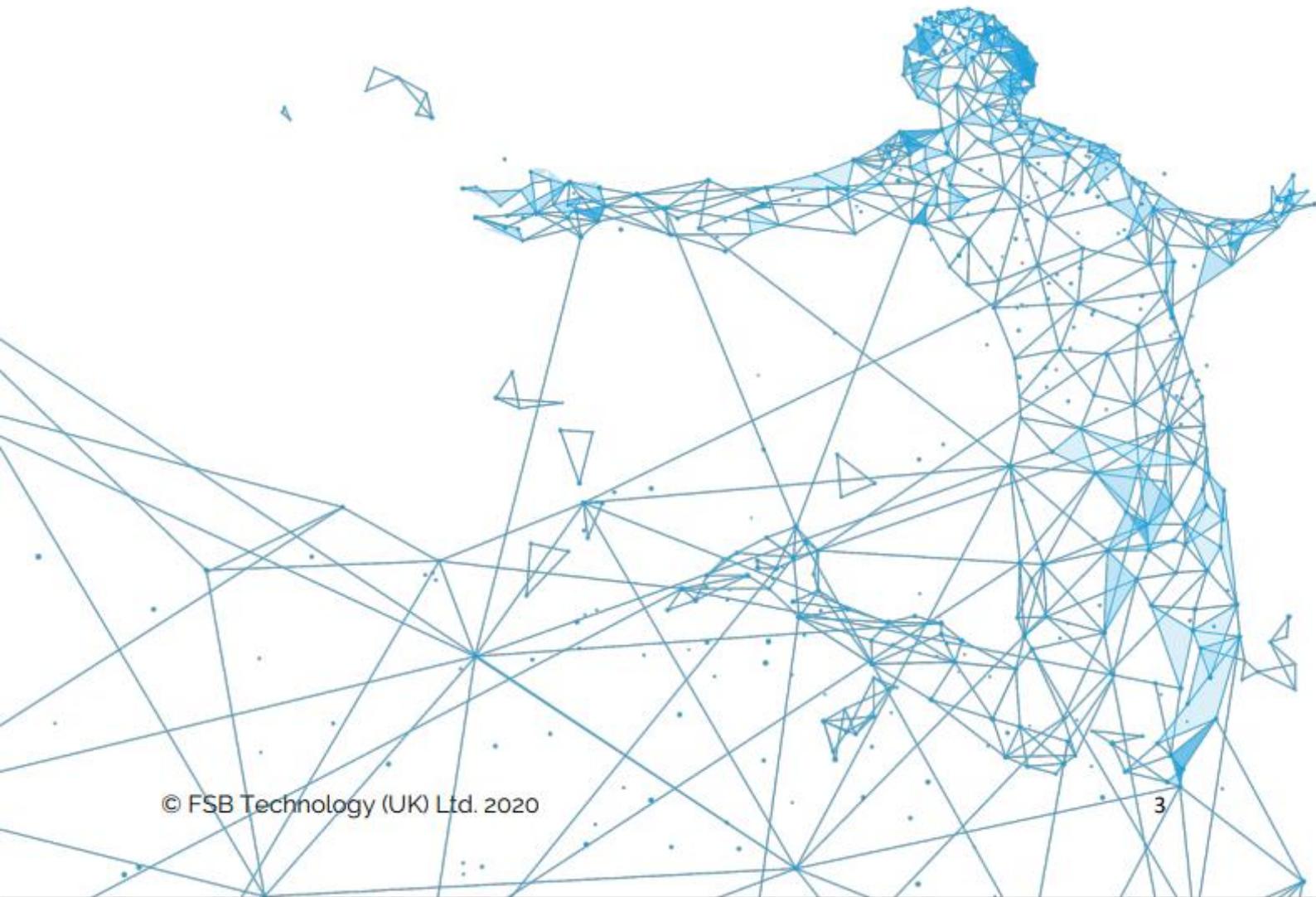
Responsibilities

- 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/Requirements

- 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



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3