



Technical Writer

Scale Computing's Engineering Team is looking to hire a Technical Writer. In this position, you will be responsible for supporting the Engineering Team in providing technical documentation for internal and external needs. The successful applicant will prepare, review, revise and maintain internal technical documents for our GitHub repos, build and test tools, as well as external technical documentation of APIs, release notes, and reviewing external communications from engineering. This position will gather and analyze technical processes and procedures from various sources to document new or changing functionality.

You should have an engineering mindset and will interface with internal and external stakeholders at all levels through multiple communication channels, making strong communication skills a must. We believe in best-ever experiences from the inside out - so this means we're looking for an approachable, friendly candidate who will love their co-workers as much as we love them.

You will be the first Technical Writer in Engineering, so you will set the standard for how the role interfaces with engineering and help define the extent this role contributes to the success of the engineering team and the company.

While the ability to code isn't a requirement, this is a highly technical role.

Required Technical Skills:

- Solid grasp of Linux and Windows command-line environment
- Ability to deploy containers, VMs, and a general understanding of computing infrastructure
- Experience with submitting appropriate and detailed bug tickets

Great candidates will look like this:

- A positive team player who can work well within the team and collaborate cross-functionally, especially in a remote environment
- A motivated self-starter who thrives on prioritization and follow-through
- A proven project manager with strong organizational skills and excellent attention to detail
- An excellent communicator who is efficient and effective via video, audio, and written communication
- A solid presenter that can take complex topics and present them in an understandable and relatable manner

Responsibilities:

- Work with engineering teams, especially the internal tools team, to determine documentation needs, then prioritize and execute to meet those needs.
- Own the day-to-day documentation ticketing requests from the organization
- Maintain a comprehensive library of technical terminology and documentation
- Create ad hoc documentation on an as-needed basis
- Monitor Slack for repeated questions and consistently challenging areas to discover and fix gaps in internal documentation
- Create a wide variety of documentation, including; technical self-help instruction, product white papers, technical concept training, manuals, email templates, customer

communications, release notes, build instructions, test instructions, even documentation for writing good documentation such as bug tickets, etc.

Requirements:

- 2+ years of technical experience
- Bachelor's degree or equivalent work experience with a focus in English, Communication, Technical Writing or related field
- Excellent people and management skills to interact with staff, colleagues and cross-functional teams, and third parties
- Previous experience utilizing advanced editorial tools and photo imaging editing tools (Adobe InDesign, Photoshop, and Illustrator)
- Experience documenting APIs and developer documentation
- Familiar with standard concepts, practices, and procedures of various Software Systems around productivity and presentations
- Excellent written/verbal English communication skills, especially communicating technical concepts concisely.
- Strong Microsoft Office Suite/Google Docs/Google Apps skills
- Positive attitude and growth mindset
- Strong business acumen, technical aptitude, analytical skills, research skills, and attention to detail
- Ability to take the initiative and prioritize projects, tickets, and ad-hoc work with minimal supervision

Compensation

- Competitive, based on experience
- Health Insurance: Vision, Dental and Medical (HDHP & PPO options)
- PTO & paid Company holidays

This is a full-time, permanent, remote position.

If you've reached this point in the job description and feel you're still unsure if you should apply, just do it! We know there are no perfect applicants. You may not have 100% of all those bullets listed above - and that's okay. If you're feeling like you're not going to fit in with our team - you'll be surprised. However you identify, and whatever background you bring with you, we encourage you to apply if it's a role you can be passionate about doing every day. Please send your resume, with the job title in the subject line, to careers@scalecomputing.com.

Scale Computing, Inc. is an Equal Opportunity Employer. Individuals seeking employment at Scale Computing, Inc. are considered without regard to race, color, religion, national origin, age, sex, marital status, ancestry, physical or mental disability, veteran status, gender identity, or sexual orientation.

About Scale Computing

Scale Computing is a global business with offices worldwide, thousands of customers, and countless applications running on our industry-leading HC3 platform. We enjoy this success because we have



made a conscious effort to build this company amazing person by amazing person – could you be the next to join us as the newest Scaler?

[Scale Computing](#) is a leader in edge computing, virtualization, and hyperconverged solutions. Scale Computing's HC3 software eliminates the need for traditional virtualization software, disaster recovery software, servers, and shared storage, replacing these with a fully integrated, highly available system for running applications. Using patented HyperCore™ technology, the HC3 self-healing platform automatically identifies, mitigates, and corrects infrastructure problems in real-time, enabling applications to achieve maximum uptime. When ease-of-use, high availability, and TCO matter, Scale Computing HC3 is the ideal infrastructure platform. Read what our customers have to say on [Gartner Peer Insights](#), [Spiceworks](#), [TechValidate](#), and [TrustRadius](#).

We are an “all killer, no filler” organization and believe everyone has an important role. We look for highly motivated, smart, fun people to fill those roles. If working with other amazing people to help us build a wildly successful company sounds like fun to you, we'd love to hear from you.