

Department: Customer Solutions
Last Revised: November 18, 2008
Closing Date: Resumes will be reviewed as received with interviews scheduled accordingly
Work Location: Victoria, BC (remote employment may be considered)

Position Profile

We are looking to expand our busy Technical Writing team in order to look at new ways to provide self-help documentation to our customers. This is a position that will appeal to an originator who enjoys working with intelligent, talented people and a sophisticated, technical product. The ideal candidate is passionate about technical writing and training, and is curious to learn about the life sciences.

The incumbent will be responsible for the development, maintenance, and delivery of technical documentation and training materials. Working both independently and as part of a cross-functional team, the Technical Writer will ensure that deliverables are consistent with departmental standards, and meet project goals and objectives. This position offers a wide variety of tasks and the incumbent can expect to participate in other customer service and business initiatives.

Key Accountabilities

- Produce highly usable and visually stimulating documentation, such as manuals, help files, and specifications
- Assist with the development and production of training curriculum, such as materials for onsite training and self-directed study
- Participate in the review and testing of products for usability, quality, functionality, consistency, design, and spelling and grammar
- Participate in the software development design process as a user advocate
- Participate in cross-functional project teams as a representative of the department
- Maintain internal writing standards
- Remain abreast of trends, standards, and advancements in technical writing
- Produce documents and presentations for general business purposes
- Proof-read and edit written materials for various departments prior to external distribution

Core Competencies

- Advanced technical and business communication skills in both written and verbal form with an ability to write about technical subjects clearly, concisely, and quickly
- Document design, formatting, and production skills, with a keen eye for detail
- Excellent ability to acquire knowledge by interviewing subject matter experts
- Good technical knowledge of software and hardware products, and the ability to learn new skills quickly
- Ability to work effectively as part of a team and independently
- Excellent organizational skills with an ability to balance multiple priorities in a fast-paced, dynamic environment

Education & Experience

- Diploma or degree in Technical Communications, English, Journalism, Writing, Computer Science, or a related field
- Minimum two years experience in technical writing and editing in the software industry, particularly dealing with enterprise-level software
- Experience with Microsoft Office products, Adobe FrameMaker, Adobe RoboHelp, Adobe Acrobat, and photo editing and screen capture tools required
- Experience in Instructional Design with a focus on alternative delivery methods desirable
- Familiarity with programming concepts; Java exposure and experience desirable
- Education, knowledge, or experience in science a huge asset

Application Information

If you are interested in applying for this position, please email your resume and cover letter (combined in one attachment using Microsoft Word, Open Office Writer, or NeoOffice only) as follows:

Attn: Human Resources Department
GenoLogics Life Sciences Software Inc.
Vancouver Island Technology Park
2302-4464 Markham Street
Victoria, BC V8Z 7X8

Email: careers@genologics.com

Compensation commensurate with education and experience.

We thank everyone for their interest in this position; only short-listed applicants will be contacted. A hiring decision will be made as soon as we find the perfect candidate. Interviewing will be ongoing until such time. Relocation assistance and remote work may be considered for the right person.

GenoLogics is well positioned for success within its marketplace. The company is experiencing rapid growth and expects to fill a number of outstanding professional positions over the coming year. For more information about GenoLogics, including corporate and career information, please visit: www.genologics.com.