

# Technical Writer

## About Solutions by Text

Solutions by Text (SBT) was founded in 2008 with the mission to deliver impactful conversational messaging and convenient payment partner solutions that are rich, real-time and compliant. Built on hard-earned trust and SMS industry best practices, the company is the only compliance-first provider of enterprise texting solutions in the market. More than 1400 consumer finance organizations, including leading brands in auto finance, banking and lending, trust SBT to ensure convenient, effective and compliant relationships with their millions of consumers. SBT is headquartered in Dallas, TX with remote teams and offices around the US and in Bangalore, India. For more information, visit <https://solutionsbytext.com/>.

## Game-changing Technology Built for Growth

Solutions By Text (SBT) has changed the way compliant businesses communicate and transact with their customers via mobile devices. Since adding its first client, SBT has quickly become the leading text provider to consumer finance companies and various other regulated industries. Recognized as an Inc 5000 fastest growing companies, SBT continues to grow and expand through the addition of great employees who desire a growth culture.

## Responsibilities

- Write and maintain topic-based and context-sensitive material while ensuring our established writing style and standards are met.
- Ability to quickly learn, analyze, understand, and communicate complex technical concepts clearly and concisely.
- Research and synthesize product information into technical documentation content by attending standups and interviewing Senior Management, Department Heads, Product Managers, User Experience Designers, and Subject Matter Experts.
- Leverage developer and project management tools such as Salesforce, Trello, and JIRA to understand issues and develop documentation output.
- Capture end-user and administrative tasks performed in our products and their expected results.

- Conduct peer edits and assist in further developing documentation styles and standards along with information architecture.
- Demonstrate an understanding of the documentation development life cycle and coordinate milestones as team and project needs evolve in our agile environment.
- Manage documentation drafts and the flow of information among teams during development and testing.
- Collaborate with teammates and act as a thought leader or SME for the Technical Documentation.
- Participate in Agile development processes and influence process enhancements based on product/team needs
- Collaborate with the Professional Services teams to optimize the knowledge base for both internal and external customers.
- Ability to acquire technical product knowledge very fast and efficiently.
- Utilize various software and authoring tools to produce technical publications.

### **Competencies**

- Bachelor's degree in English, Communications, Computer Science, Information Systems and equivalent experience working in a technical writing position
- 5+ years of experience documenting, testing, and developing technical documentation
- Familiarity with technical writing software (XML, DITA) is a plus.
- Requires effective planning, scheduling, researching, and writing skills.

### **General Duties and Responsibilities**

- Adhere to the Company's Code of Conduct/Ethics
- Create and maintain effective working relationships with other Company employees
- Ability to multi-task, prioritize, and manage time effectively
- Project a professional and appropriate Company image in all dealings with clients, vendors, business partners, and visitors.
- Ensure security of information in all matters on the company, client, and consumer information
- Support the efforts of senior management and sales staff by maintaining a business network of contacts as clients change roles and companies.