



Technical writer

France – La Garenne Colombes (92)

[www.efficientip.com]

EfficientIP hardware and software solutions are developed to facilitate the management of IP addresses and DNS-DHCP services (DDI) into a fully integrated solution. Our solution SOLIDserver™ centralises all information from the IP plan and DNS and DHCP servers in one single interface allowing our customers to manage their network services as a single entity, ensuring high availability, security and network consistency.

The technical writer is the intermediary between the experts and the end user. They:

- Provide the documentation to end users,
- Localize SOLIDserver graphical interface, and
- Manage the Knowledge Base (KB).

Duties and Responsibilities

As part of the technical documentation team, you are involved in all the team missions.

Writing the Guides

- Identifying the end user needs and gathering the key information from the appropriate R&D team.
- Designing or updating the guides in XML DocBook format.
- Creating or updating images (.png, .svg) to illustrate the documentation.
- Providing the guides in PDF and/or HTML format.

Localizing the GUI

- Working in close collaboration with the developers team to translate into English and French the latest graphical interface changes.
- Upholding or defining translation rules that guarantee the terminological consistency of the graphical interface.

Maintaining the Knowledge Base

- Publishing the release of each version of SOLIDserver.
- Designing or updating contents produced by yourself or in collaboration with technical teams.

Qualifications

You may be our next technical writer if:

- You are proficient in French and English (read, written and spoken). Knowing German, Spanish or any other language is a plus.
- You have a degree in technical writing, a similar discipline and/or experience.

- You are thorough and have impeccable writing skills.
- You are great at analyzing, deducting and simplifying complex contents.
- You can work on your own and in teams.
- You are curious and/or passionate about high technology and motivated.
- You have good social skills.

Besides, you may already master our tools, or similar ones.

- We update the documentation using XMLmind, Inkscape and TortoiseSVN.
- We localize the graphical interface using SOLIDserver, PuTTY and an internal bug tracking software.
- We update the knowledge base using a customized version of WordPress.
- We do everything else with the Google Workspace (Gmail, Meet, Drive, Documents, Spreadsheets...)

Working Conditions

We work in the R&D openspace when we are not working from home.

What we offer

We offer a great opportunity to grow with our company, in a rapidly advancing and strongly innovative environment.

At EfficientIP, we fully believe in congeniality in the workplace and in our relationships with our customers, partners and colleagues. We ensure a positive work environment that is encouraging, enthusiastic and motivating to our team. This approach breaks down barriers in order to stimulate our company's ambition of constant overachievement.

You will be part of a fun & ambitious team!

To apply, please send your cv and cover letter to: careers@efficientip.com