Technical Writer/Server-side/Desk-top Support
Cambridgeshire

STRATAGEM IPM
INTELLECTUAL PROPERTY MANAGEMENT

Stratagem IPM Ltd is a full-service, UK-based, out-sourced intellectual property law firm, with an enviable reputation throughout the life science and hi-tech communities for its strategic approach to attorney-led IP management. Our global reach, through our growing network of foreign legal contacts and clients, assists clients from start-ups through SME's to global corporations. Recent changes to our systems has created the need for a Technical Writer, with the ability to back up our IT Manager, with desk-top and server support, based at our offices on the outskirts of Cambridge.

About you

Previous experience as a Technical Writer (of software documentation) or similar role
Ability to translate highly technical information into an easily understood format
Creative skills and usage of photographs, drawings, diagrams, animation, and charts that increase users' understanding
Excellent written skills in English and great interpersonal and communication skills
Knowledge of Microsoft Office
Background in IT
Critical thinker and problem-solving skills
Team player
Good time-management skills
Interested in helping out with desktop and server support

The Role

Working for and closely with the IT Manager, but interacting daily across the business, key tasks include:
Creating, maintaining and updating IT and workflow documentation required by various areas of the business

Researching and building knowledge about products, services, technology, or concepts to be documented, by liaising with colleagues, and working with managers

Determining the clearest and most logical way to present information and instructions for greatest reader comprehension, writing and editing technical information accordingly

Designing and establishing style guidelines and standards for documentation

Meeting with subject matter experts in order to ensure that specialised topics are appropriately addressed and discussed

Providing IT Support cover for the IT Manager. Expected to gain an understanding of the various IT systems and who to contact when there is a problem.

Interested? We'd love to hear from you! Send your CV and covering letter to recruitment@stratagemipm.co.uk