Technical Writer

About Alcatraz AI:

We're an award-winning, Series A startup, backed by Silicon Valley VCs, as well as some of the largest security companies in the world. We are disrupting the $70B access control industry through facial authentication and artificial intelligence. Our product is a frictionless and secure physical access control platform built with our proprietary full-stack software and hardware that integrates into the existing security infrastructure in corporations. Enterprises choose us to modernize their infrastructure and deliver a touchless and secure solution for their employees.

Job description

Alcatraz AI is looking for a Technical Writer. As a technical writer, you'll be responsible for creating simplified user content, including technical manuals, training guides, journal articles, tutorials, and software documentation. With subject matter experts to guide you through the entire process, you'll make complex information accessible to employees and the target audience.

Your efforts will result in smooth technical communication (in print and audio-visual) between the technology developers and different departments, key stakeholders, and target customers.

This position will report directly to the VP of Engineering and indirectly to the Director of Marketing.

Key Responsibilities

- Plan, create and modify technical documents, including user specifications, reference manuals, and product manuals for both hardware and software products.
- Assess and evaluate the installer and end-user needs and level of knowledge relevant to technical documentation.
- Obtain a deep understanding of products and services to translate complex product information into simple, polished, and engaging content.

- Collaborate with engineers, product managers, and other stakeholders to gather information and ensure documentation accuracy.
- Translate complex technical concepts into easily understandable content for a variety of audiences.
- Collaborate with UI/UX team to Integrate user-friendly content in illustrations, graphs, and infographics for enhanced user experience.
- Write, review, and organize online help content to facilitate end-users.
- Collaborate with marketing and other functions to adopt a uniform writing style across all media and other platforms for consistency within and outside the organization.
- Indulge in user research for feedback, revisions, and improvement in technical content.

Must Haves

- 5+ years as a technical writer for engineering, IT, management, or related industries (such as consumer electronics, computer systems, and software publishers).
- Fluent in spoken and written English.
- Excellent verbal and written communication skills.
- Excellent writing and grammatical skills.
- Proficiency with industry-standard content creation, management, and publishing tools, including editors and content management systems.
- The position is based in Bulgaria and mainly follows standard local working hours. However, it also requires some flexibility to collaborate with team members across various time zones, particularly GMT-5 and GMT-8. This may involve adjusting your schedule to accommodate meetings and project timelines with colleagues in these regions.

Nice to have

- Experience in the physical security market
- Experience in startup culture with <100 employees

Why You Should Join Alcatraz:

Alcatraz AI offers a cutting-edge solution that represents the future of physical security access control, highly valued by our customers.

Our startup enjoys strong market momentum and tremendous potential for growth.

We foster a culture of innovation, encouraging builders, makers, and creative thinkers to thrive.

Alcatraz AI is committed to equal opportunity employment.

We know you're already intrigued by the role, but let us share more about the our **extensive benefits and perks package we offer:**

- Stock options
- Premium Additional Health Insurance
- Unlimited time off
- Food vouchers
- Site bonus for transport / internet expenses
- Co-sponsored Multisport / Coolfit card
- Office massages
- Snacks & drinks

Please send your resume to careers@alcatraz.ai.