

## Technical Publications Specialist

### Job Description

BlackRidge Technology is a leading provider of next generation cyber defense solutions that enable our customers and partners to deliver more secure and resilient business services in today's rapidly evolving technology and cyber threat environments. We are looking for individuals that learn fast and execute even faster. Ideal candidates are team players who require challenging work and who possess a strong desire to help create innovative solutions that are needed by large-scale enterprises, service providers, and government organizations.

As a Technical Publications Specialist, you will be responsible for researching and interacting with engineers, subject matter experts (SMEs) and product management to gather information to create and/or update product and solutions content. You will perform self-reviews as well as organize and drive peer review processes. The goal is to produce high-quality, accurate, and timely customer-facing documentation that contributes to the overall success and adoption of our products and solutions.

The Technical Publications Specialist will also help design and develop the processes and procedures required to ensure that the most effective method(s) is used to produce timely documentation in support of the end-to-end NPI processes and GA product rollout requirements. You will be responsible for working with both technical SME teammates and management to ensure documentation requirements are fully met for all products.

### Duties and Responsibilities

The primary responsibility of the Technical Publications Specialist is to design, develop, and maintain the library of customer product documentation and solutions. Complete ownership of the product documentation library, its contents, and the various delivery formats are included in the scope of this role. Additional aspects of this role and its responsibilities include, but are not limited to, the following:

- Research and employ best practices related to new technical writing methods, processes, and tools.
- Develop and maintain up-to-date project plans for delivering and maintaining product and solutions documentation.
- Partner with engineers and SMEs to understand the technology under consideration to both identify the documentation requirements as well as develop the supporting documentation content.
- Design, develop, recommend, implement, and adhere to documentation standards.
- Interact with existing team members to acquire product and solution knowledge and understanding.
- Produce and deliver high-quality documentation to external partners and customers.
- Work with relevant teams to obtain an in-depth understanding of the product and documentation requirements
- Maintain the information architecture - comprehensive library of technical terminology and documentation.

## Required Skills and Abilities

The primary set of skills and abilities for the role of Technical Publications Specialist include, but are not limited to, the following:

- Specializes in technical writing for network security products and solutions
- Operates independently in developing formats for documentation and processes for reliably delivering updated documentation
- Requires practical knowledge of the technical writer professional discipline, typically obtained through advanced education combined with experience
- Ability to identify inconsistencies and deviations from language rules and guidelines.
- Ability to deliver high-quality documentation paying strict attention to details.
- Ability to quickly grasp complex technical concepts and make them easily understood using graphics, tables, charts, text, etc.
- Ability to interview subject matter experts (SMEs) to gather product details, capabilities and configurations and then translate that information into quality documentation.
- Proficiency in MS Visio, MS Project and Office applications and other industry tools used for technical publications
- Ability to manage independent projects and provide timely deliveries
- Strong interpersonal skills, customer-centric attitude
- Ability to read and interpret engineering drawings
- Excellent written and verbal communication skills
- Detail-oriented, able to multitask and meet deadlines
- Self-motivated, able to work independently and part of a team with little-to-no supervision
- Strong organizational skills, ability to accomplish multiple tasks within the agreed timelines.
- Start-up experience a plus

## Education

- Bachelor's degree or equivalent experience. Graduate degree preferred.
- Software Technical Writing degree or certification a plus.

## Hiring Manager

Please contact Jimmy VanLandingham at [jobs@blackridge.us](mailto:jobs@blackridge.us)

## Type/Location

Contract/Permanent – Reno, Nevada