

applaud

Technical Author/Communications Specialist

Your Opportunity

We are looking to recruit a talented individual with the skills and experience to deliver complex information into digestible, engaging, and jargon-free content.

This could mean that you have a background in creating e-learning content, technical authoring, multimedia production, or you have a combination of skills that you could bring together to start a new adventure in technical communication.

About Applaud

We are a pioneering HR technology provider who have been serving Fortune 500 companies in all verticals, globally, for over 10 years.

Applaud is built on the belief that employees should have the same exceptional technology experiences inside the world of work, as they expect outside the world of work, as consumers.

We're all gadget-obsessed, but people always come first, technology second, because it's consumer expectations that set our technology standards.

About You

Are you a consumer? In touch with gadgetry and technology? Diligent? A problem-solver? Pioneering? Output-oriented?

Do you prove yourself every day; help others?

The Role

You'll join a team of over 50 talented people and enjoy a fun, rewarding, and memorable employee experience. The role is permanent, full-time, home-based, and reporting into a manager-level position.

Responsibilities include:

- Researching and producing technical content, including guides, documentation, videos, API docs, FAQs, knowledge base articles, release notes, courses and quizzes
- Collaborating with internal teams to obtain an in-depth understanding of the product and documentation requirements
- Working in an agile environment and to challenging deadlines that align to sprints and releases

Requirements:

- Over a year's experience or ability to demonstrate you have the transferrable skills and experience needed
- Outstanding written communication and attention to detail
- A portfolio of multimedia production. This could include videos, articles, graphics, etc.
- Good working knowledge of HTML and CSS
- An understanding of JavaScript is desirable but not essential
- A keen interest in technology
- Creative thinking and an eagerness to share ideas
- Confidence recording voiceover for video production preferred.

The Benefits

Your fun, rewarding, and memorable Applaud experience also comes with:

- Competitive pay
- A talented and experienced team as your colleagues
- Opportunities to learn and develop your career to the next stage
- An unrivaled work-life balance