

WE'RE HIRING!



Manager, Technical Writing - Toronto

Dominion Voting is seeking an experienced and talented **Manager, Technical Writing** to join our team in Toronto! This position is responsible for managing a team which is accountable for the creation and distribution of high-quality documentation; including how-to guides, references, manuals, technical data packages, and instructions. The position relies on effective engagement with many internal and external groups, both technical and non-technical, thus relationship management is key to success.

Responsibilities:

- Manage a team of Technical Writers to achieve team and company goals
- Work closely with Development, Certification, Product Management, Operations, Marketing and Sales to ensure the expectations of technical documentation creation and repository organization and management are met
- Develop and manage to project plans and workflows, manage time, budget, resources and quality control
- Define and manage revision numbering procedures and format of all technical and end-user documents
- Create and maintain a Document Repository of all documents written
- Define, implement, manage and annually review Document Configuration Management process including change control and tracking
- Define, implement and manage a strategy for Information Gathering and Planning for every document to be written
- Define and manage Content Specification for every document to be written (input file formats, structure, textual and visual content format, repository, etc.)
- Define, implement, manage and annually review the document release process
- Define and monitor Documents accuracy and quality (Testing and Verification) process
- Ensure your team is explaining scientific and technical ideas in simple, understandable language
- Supervision of staff, performance management, hiring and budgets
- Ensuring all departmental policies and procedures are followed accordingly

Qualifications:

- Undergraduate degree in English, Technical Writing, Computer Science, Engineering or related preferred
- 5-10 years of technical writing and technical documentation management experience
- 3+ years of people and performance management experience
- Previous experience working closely with technical development and engineering teams
- Full understanding of technical documentation best practices and standards
- Knowledge and understanding of hardware and software systems, the election process and Agile/Scrum development methodologies
- Ability to analyze data and make determinations from it for problem resolution
- Ability to establish and maintain business relationships
- Ability to analyze problems and identify potential solutions and preventive measures
- Strong verbal and written communication skills and the ability to present complex technical information in a clear and concise manner
- Excellent time management and project management skills
- Ability to manage projects with precise, detail-oriented skills
- Ability to thrive in a fast-paced, rapidly changing environment
- Ability to travel 5-10% of the time; domestically and internationally.

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