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Vacant position

Freelance Technical Writer - Remote 60-80%

(ref. JO-222)

We are looking for a new team member to write and edit articles and documentation materials for our flagship product step. This is a fully remote position. 6-month renewable contract at 60 - 80%, depending on the availability of the chosen candidate.

exense GmbH is a software publisher and services company, specialised in Scalable Automation, Performance Engineering, Service Monitoring and Analytics. We are a human-size, bootstrapped startup operating for clients based in Switzerland, France and Germany. Our mission is to help companies operate their IT systems in a more efficient way through our in-house built innovative and high-quality products. As an open-core company, we are firm believers in the open-source philosophy, and we pride ourselves on being an open-minded workplace.

Our flagship product step is a comprehensive platform for unified software automation. Available as SaaS or on-premise, its unique approach allows the reuse of automation artifacts across the whole DevOps lifecycle of applications. From large scale E2E acceptance tests, load tests to RPA and synthetic Monitoring.

Your responsibilities

As a Technical Writer, you will help us create and modernize our documentation and user assistance infrastructure. Your main tasks and responsibilities will be to:

- Write blog posts about various topics, in connection with automation and load testing
- Write, edit and review tutorials
- Write, edit and review case studies
- Write engaging content for our website and marketing materials
- Publish regular release notes for delivery to our clients, partners and prospects
- Edit and revise content of existing documentation to ensure users have the best possible experience with evolving products
- Liaise with design, engineering and marketing to produce and maintain top-notch documentation

Your skills & experience

- BA/BS in Technical Communication or Computer Science and/or 2+ years of technical writing experience, preferably in the field of software automation (test automation, load and performance testing, RPA, etc.)
- Ability to understand, synthesize and communicate the technical and business aspects of our product to both highly technical and non-technical audiences
- Familiarity with automation and load testing
- Software development experience is a plus (Java, .NET, JavaScript)

- Experience with analytics platforms
- Ability to manage multiple writing assignments simultaneously
- Fluency in English
- Strong written and verbal communication skills

What are we looking for?
- **Creative thinking -** You're an analytical thinker constantly looking for new challenges. You're curious and question things to view problems from different perspectives and to find unique solutions.
- **Collaboration -** You're an open-minded and dedicated person. We build up team effectiveness through questioning, finding solutions together and supporting peers. You focus on adding value to projects and communicate well with those who work with or around you.
- **Education -** You hold a Bachelor or Masters degree in Technical Communication, Computer Science or other related field. Equivalent professional experience can be used in lieu of a degree.
- **Autonomy -** You're not afraid of making judgements and decisions, and you're willing to take ownership of a project.
- **Communication -** You're able to communicate information with precision and clarity, and to deal with large revenue clients. You are fluent in English (written and spoken).

Perks & Benefits
- Human sized company where personal initiatives are rewarded and daily wins are celebrated
- Opportunities for learning and professional development
- Possibility to contribute to various kinds of projects, including some that fall outside of your expertise area
- Flexible and dynamic work environment - we respect our people to do their work how and when they work best

Do you want to become part of the team?
Please send us your application to hr@exense.ch, including:
- Your CV
- Some references (blog posts or any other documentation)
- One sentence to describe our product step (step.exense.ch)
- If you don't have any references, please provide us with the results of the exercise described below.

Exercise
Applicants will be assessed on the following exercise: **writing a blog post about browser-based load testing with step.** This blog post can be understood as a simplified and polished version of our technical article:
https://step.exense.ch/knowledgebase/resources/whitepapers/the-tco-of-browser-automation
Guidelines:
- All information from the article can be used in the blog post

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- The blog post should be a short abstract (one page) of the article, that entices users to read the white paper or just showcases step's capability in this field and would motivate them to learn more
- Links to be included in the blog post (these can be also placed as named links like [Selenium](#) & [Cypress](#)):
  - [Tutorial browser-based load testing with Selenium and step](#)
  - [Tutorial browser-based load testing with Cypress and step](#)
  - [Technical document about browser-based load testing](#)
- Diagrams / figures that could bolster the understanding of the post can be created and included (optional).

exense GmbH is an equal opportunity employer and values diversity, so all profiles will be considered without any discrimination.