Role: **Documentation Controller / Technical Writer**

Employment Type: **Contractual**

Number of Vacancy: **01**

Location: **Remote (Anywhere in India)**

**Role Summary:**

As a Documentation Controller / Technical Writer at our company, you will be part of a dynamic team, reporting to the Head of Product. Your role involves cross-functional collaboration with various key stakeholders across the business, supporting project managers with document management. Success in this role requires a detail-oriented mindset, an extensive understanding of document management processes, and the ability to enforce proper documentation handling.

**Key Responsibilities:**

**Procedure Implementation:**

* Establish and implement new documentation procedures.
* Guide and support team members in processing documentation correctly.

**Document Control:**

* Manage the flow of incoming and outgoing documentation.
* Create templates and set up document structures.
* Assist in the creation of a new document library.
* Report errors or developments in documentation.
* Maintain the security of confidential documents.

**Technical Expertise:**

* Utilize Electronic Document Management Systems (EDMS) such as SharePoint.
* Prepare reports using Excel.
* Shape and deliver documentation and content strategies to drive continuous improvement and customer satisfaction.

**Process Improvement:**

* Define and measure success metrics.
* Design, document, and implement processes for creating, updating, reusing, and archiving content.
* Collaborate on internal and external knowledge management initiatives.
* Evaluate options, select approaches, and modernize technical documentation systems.

**Qualifications:**

* Bachelor’s degree in Business Administration, Technical Communication, English, Computer Science, or a related field.
* 3-5 years of experience as a Document Controller.
* Detail-oriented with strong document-organizing abilities.
* Familiarity with document control handling procedures.
* Proactive approach to managing processes and databases.
* Proven ability to relate to different levels of the organization and work effectively with peers.

If you are passionate about document management and have the skills to drive our documentation processes to excellence, we encourage you to apply and join our team.