

## CARTESIAN- JOB DESCRIPTION

Role:	Technical Writer (Contractual)
Location:	Bangalore
Company:	<p>We are Cartesian, a 12-year-old analytics firm. During this time, we've helped some of the largest brands across the globe unlock unprecedented value from their data. What we've achieved is the envy of the industry – scale without institutional funding, domestic market dominance, consistent recognition as one of the best analytics firms in India (including the Frost &amp; Sullivan Marketing Analytics firm of the year – 2018), and a team that straddles analytical and business thinking better than anyone else.</p> <p>Our client list reads like a veritable who's who of companies at the cutting edge of decision sciences being applied for operational and revenue gains. Our greatest joy comes from not just having a valuable set of clients, but in them actively talking about us to their peers, partners and friends.</p> <p>We are obsessed about our people, our processes, our clients, and our commitment to their growth. We've been known to say 'no' to opportunities that are not in line with our convictions. We've probably made frenemies along the way, for not shying away from what needs to be said. We make no bones that we expect every single one of our people to display the greatest sense of ownership and pride in the work they do. But we're also fair – we drive ourselves harder every day to create an enabling culture.</p> <p>We're proud of what we've achieved, and our ambitions are far larger. What's important for us is not just where we get to, but HOW we get there. Of course, we don't have all the answers, but our joy comes from the exploration, and that's the kind of team we are.</p>
About SOLUS	<p>Solus is the Cartesian CRM application which powers hyper-personalized marketing campaigns enabling a Segment of One strategy. It takes all the good that CRM has promised, and puts it on steroids, and it does it by getting the client to be truly Segment of One in the way they deal with their customers.</p> <p>Solus is a System of Intelligence that sits in-between the client's systems of record, and Systems of Engagement. It forms the best possible action a client can take today, at an individual customer level, and sends out that recommended action with personalization fields to the messaging systems. With response data coming back in, Solus learns and improves its output, all the time.</p>
Role Purpose:	Your job is to understand and communicate the technical aspects of a product to both highly technical and non-technical users. In a way, you will act as a translator, providing users (both Technical and Non-Technical) with the information that will resonate best with them based on their background and improve their performance.
Key Responsibilities:	<ul style="list-style-type: none"> <li>• Prepare, review, revise, and maintain the various SOLUS documents.</li> <li>• Gather and analyze technical and product information from various sources to document new or changing product functionality.</li> </ul>

	<ul style="list-style-type: none"> <li>• Assist in planning, scheduling, and tracking documentation work to meet product release dates and client deliverables.</li> <li>• Maintain a library of SOLUS documentation, cataloguing it for internal and/or external use.</li> <li>• Publish and maintain templates for written documentation produced by others (technical specifications, RFP responses, etc.), ensuring a consistent "look and feel."</li> </ul>
Desired Behaviour:	<ul style="list-style-type: none"> <li>• You are a person of your word</li> <li>• You believe in the concept of FPR (First Person Responsibility)</li> <li>• Your first instinct is to find a solution, not to find a suitable slot to lay the blame when something doesn't go according to plan</li> <li>• You're not intimidated by hierarchy and experience, but also appreciate what you need to do to be able to earn a seat at the table</li> <li>• You place a premium on human values as much as financial ones</li> <li>• You are Passionate about new technologies</li> </ul>
Skills and Experience	<ul style="list-style-type: none"> <li>• Bachelor's Degree, preferably in a technical field such as computer science or a focus on English, writing, or communications.</li> <li>• 3+ years of technical writing experience.</li> <li>• Experience working with a SaaS Product team is preferred.</li> <li>• Strong written and verbal communications and experience working with content in multiple mediums.</li> <li>• Strong experience owning an end-to-end documentation creation process.</li> <li>• Excellent attention to detail and the ability to prioritize and work on multiple projects in a fast-paced, changing environment.</li> <li>• Experience working with the following tools preferred: Confluence/JIRA, Git &amp; Github, HTML, CSS, JavaScript, Python</li> <li>• A familiarity with API documentation for REST APIs.</li> </ul>