



## TECHNICAL WRITER

Apply Now

### Desired Profile:

- 5+ Years of experience in high tech industries in tech writing, production support, Business operations
- Excellent written and verbal communication skills
- Self-starting capabilities and own the deliverables on time
- Ability to deliver high quality documentation paying attention to detail
- Ability to quickly grasp complex technical concepts

### Required Skills/Experience:

- Create and maintain high quality Techno Functional Support and setup docs for Global Service Logistics operations (GSLO) front line support team.
- Involve in scrum team meetings and KT sessions
- Involved in UAT test case to understand the scenarios and results
- Capture the defects as part of UAT and document the defect resolutions
- Create and maintain GTST websites
- Collect feedback on documents created from front line support incident management team members and validate with support readiness manager
- Editing and compilation of ISO documents in all value streams i.e., Source to stock (S2S) and order to returns (O2R) and Enablers and support the business (STB) in GSLO
- Excellent writing and communication skills
- Oracle ERP functional knowledge including inventory, shipping and order management
- Pega knowledge (basic understanding of the key functionalities)
- B2B and MuleSoft basic knowledge
- Strong working knowledge on Microsoft

### Qualification:

University degree in computer science, engineering, management information systems or equivalent preferred

## **Employer Contact**

HR Manager:

Forsys, Inc., Human Resources Department, 6036 Stevenson Blvd., Fremont, CA 94538