



IT Technical Writer

About Tykans

Tykans is a dynamic consulting company providing technical solutions and services for large businesses to enterprise organizations. Specializing in software development and deployment, customer experience, and timely delivery of quality services, we continue to grow in the current economic market. Tykans' growth and ongoing success is mainly attributed to the effectiveness of our team, consisting of highly specialized team players who work collaboratively to exceed our customers' expectations.

We are growing fast and looking for more talented people to join us!

The Opportunity

Tykans is currently offering an exciting opportunity for an IT Technical Writer to join our team and help take our organization to new heights. As an ideal candidate, you have proven experience in a highly technical field. Your ability to research, gather, and analyze complex information is second to none, and you have a natural desire to help people understand things that are hard to understand.

The IT Technical Writer focuses their efforts on documenting IT policies, standards, processes, and procedures for Tykans' information security management systems, ranging from operations, privacy, and governance, in support of legislation and standards. The IT Technical Writer is responsible for providing thorough documentation and ensuring that documents are properly maintained.

This position requires the candidate to be in Calgary.

Responsibilities and Duties

As an IT Technical Writer, your responsibilities will include:

- Developing comprehensive documentation that meets organizational standards.
- Writing user-friendly content that meets the needs of the target audience.
- Obtaining a deep understanding of products and services to translate complex information into simple, polished, and engaging content.
- Independently gathering information from research and from subject matter experts in various departments to develop, organize, and write documents.
- Responsible for documenting IT policies, standards, processes, and procedures for Tykans information security management systems, ranging from operations, privacy, and governance, and ensuring that documents are properly maintained.
- Developing content in alternative media forms for maximum usability, with a consistent and cohesive voice across all documentation.
- Evaluating current content and developing approaches for improvement and standardization.



Education, Experience and Skills

To be successful in this role, you will need:

- A bachelor's degree, or certification as a technical writer
- Proven ability to quickly learn and understand complex topics
- Previous experience writing documentation and procedural materials for multiple audiences
- Ability to distill technical information with ease and clarity
- Superior written and verbal communication skills, with a keen eye for detail
- Detail oriented and committed to a high level of accuracy
- Can communicate clearly and effectively (oral and written)
- Teamwork and collaboration skills
- Excellent analytical and organizational skills

Working at Tykans

Tykans is dedicated to creating an inclusive workplace that promotes diversity and highlights employees' unique contributions to our company's and our customers' success. We promote a workplace that fully represents the different cultures, viewpoints and backgrounds of our customers and the communities in which we live and serve.

At Tykans, we are committed to the physical and mental well-being of our employees. We also recognize that everyone is different and the way in which people work in order to be productive is not the same for all.

These are some of the reasons our employees love working at Tykans:

- Work-life balance; flexible working hours
- Competitive salary
- Resources and activities for the physical and mental well-being of our employees
- Comprehensive benefit packages
- Family-like work environment
- Team bonding events

Posting period: Oct 31, 2022- Nov 30, 2022