Technical Writer

We are on a mission to transform insurance through the power of technology. Our next generation SaaS platform provides a single architecture that is uniting and strengthening the industry. Products, markets, channels and insurance parties come together seamlessly across all geographies. It is a new and exciting model, and it's shaping the future of insurance.

Our Singapore office needs a Technical Writer to help us achieve our goals. You will be part of an exciting and dynamic team focusing on the entire software lifecycle and will work cross functionally with all teams in the organisation to create and build a modern documentation and user assistance infrastructure both internally and for our clients to accelerate their user knowledge of the Uncharted platform.

Job profile, skills and experience

- 3+ years of technical writing experience within the SAAS field and ideally an understanding of insurance domains and concepts
- Collaborating across the engineering and development team, product and client services to produce and maintain top tier technical documentation across internal and external User Guides, Integration Guides, API Developer Guides, In platform documentation (tooling, instructions, etc.).
- The Technical Writer will build and maintain client aids that go beyond traditional documentation, such as online video, demos, guided tours, and other educational techniques.
- Create engaging and widely understood information from seemingly complex concepts to produce simplicity
- Create and develop internal and external training manuals (ideally multi-lingual) and Integrate use case and functional data into user documentation
- Write for a variety of audiences, from non-technical end users to programmers, system administrators, and integrators
- Strong experience owning an end-to-end documentation creation process acting as both the content creator and editor with a strong sense of detail.
- Experience working with the following tools preferred: Confluence/JIRA, Git & Github, HTML, CSS, Jinja, JavaScript, Python, Intercom.
- Ideally our Technical Writer will have an understanding or hands on coding experience with Kotlin, Java, TypeScript and other widely used languages

Our culture, your future

Working for Uncharted, you will be joining a global team with an exciting future. We are moving fast, taking technology to the limits, and reshaping the world of insurance. There's a creative energy and determination about everything we do, a collective commitment to transform an industry that is conservative, and tradition based.

That is why we need people who can share our vision, people with the conviction and qualities to make a real difference. Can you rise above the ordinary and the average? Do you have the drive and ambition to take insurance technology to new levels?

- You thrive on challenges and are never short of ideas and insights
- You see problems as opportunities to create something better
- You are confident working on your own initiative but are a committed team member who knows that great things can happen when the right people come together
- You take pride in your work – and the company you work for – and love being part of an organisation that has bold plans and innovation at its core
- You never forget that innovation and customer needs are inseparable

Other opportunities

We are always keen to speak to people with backgrounds and experience that could be valuable to Uncharted. So if this role isn't right for you, but you have other skills to offer, drop us a line at careers@uncharted.global

Note: *Uncharted will not accept unsolicited resumes from recruitment firms. Nor will fees be paid if we hire a candidate for whom a recruiter has submitted an unsolicited resume.*

We are an equal opportunity employer. Candidates will be judged entirely on individual merit.