mobilehealth

Mobile Health— Sr. Software Technical Writer and Trainer— Work from anywhere in the U.S.

Mobile Health is looking for a Sr. Software Technical Writer and Trainer to help us continue on our mission to change the Healthcare System.

Mobile Health has quickly become one of the largest and fastest growing digital healthcare SaaS platforms in the US. Our goal is to help our customers make a culture of health simple.

Mobile Health provides communications, incentives, tools, and real-time analytics that individuals and employers can use to improve workforce health and overall wellbeing for employees and their families. We have millions of users and hundreds of employers on our platform working to improve their health and fitness and reduce their health care costs.

Why join Mobile Health?

- We work with great technology.
- We have an amazing team (experienced, creative people, collaborative environment).
- We have an incredible product (growing healthcare space).
- We make a real difference for our customers (and their employees' lives).
- We offer industry competitive compensation and benefits.

Job Description
- Become a subject matter expert on the deeply technical administrative side of Mobile Health's software platform, focusing on new product functionality and configuration components.
- Create software documentation and training materials, and deliver training to our internal technical staff including Client Implementation, QA, and Product Innovations Teams.
- Work with Mobile Health's engineering team to understand and document sample software configurations including components related to database queries, complex equations/formulas, and new features.
- Produce documentation including:
  - Reference information about features
  - Tutorials and how-tos
  - FAQs
  - Examples and use-cases
  - Sample configurations
  - Mocked up screenshots and edited screenshots

- Develop artifacts including text documents, wiki content, drawings, diagrams, and presentations.
- Collaborate with members of cross-functional teams to gather content for documentation by:
  - Interviewing software engineers and product managers about features
  - Reviewing product requirements and technical specifications documents
  - Communicating with configuration specialists about their documentation needs
  - Reviewing issues reported internally in tracking tools such as Redmine or Jira
- Create training materials including:
  - Videos
  - Presentations and documents
  - Exercises and samples

Skills and Qualifications
- B.A. or B.S. degree in Computer Science, Information Technology, Software Engineering, Technical Publication or related degree
- Software-oriented technical writing experience
- Experience with designing, developing and delivering software instructional materials that result in effective acquisition of knowledge about Mobile Health products
- Knowledge of programming concepts and ability to read code; experience with HTML/CSS, Python, SQL, JavaScript or similar languages is a plus
- Strong analytical skills
- Experience with mobile technology and apps a plus
- Proactive and flexible in response to changing priorities in a client-centric, fast-paced, dynamic environment while meeting deadlines
- Self-motivated and able to master new technologies and concepts via hands-on learning
- Disciplined and able to work remotely from your home