

<https://itorizon.com/job/senior-technical-writer-platform-zero-code-paas/>

Senior Technical Writer (Platform) – Zero-Code PaaS

Description

About Us:

ITOrizon, a global IT company, brings domain expertise, industry best practices, and technology depth to help enterprises achieve excellence in Supply Chain Processes, Operational Innovation, and Digitalization programs. UCBOS, is a next-generation enterprise technology and business solutions, revolutionizing digital transformation with its unique “Zero Code” platform – Karolium. We are a fast-growing enterprise SaaS company transforming warehouse operations for global businesses. Our intelligent platform empowers companies to streamline inventory, fulfillment, and logistics, providing end-to-end visibility and agility. We combine innovation with deep supply chain expertise, we help enterprises scale efficiently and adapt quickly to a changing market. We are building the next generation of Warehouse Management Solutions (WMS) to redefine how businesses operate and grow.

Role Overview

As a Senior Technical Writer (Platform), you will own the end-to-end documentation strategy for our Zero-Code PaaS product. You'll be responsible for designing and maintaining help systems, user guides, tutorials, and platform documentation that are clear, comprehensive, and user-friendly. You'll also bring deep knowledge of industry best practices to elevate our documentation standards and user enablement.

Description

- Develop and maintain platform-level documentation including help guides, user manuals, API references, onboarding flows, and release notes
- Create engaging tutorials, walkthroughs, and how-to guides for users, developers, and partners
- Design and manage self-service help systems and contextual guidance within the platform
- Collaborate with Product Managers, Engineers, and UX Designers to understand features and workflows
- Translate technical concepts into clear, concise, and engaging content for diverse audiences
- Own the documentation lifecycle—from planning and authoring to publishing and version control
- Ensure consistency, accuracy, and accessibility across all documentation assets
- Continuously improve documentation based on user feedback, analytics, and product evolution
- Apply and advocate industry best practices in technical writing, content design, and user enablement.

Responsibilities

- Shape the voice and clarity of a cutting-edge Zero-Code PaaS platform
- Lead documentation strategy for a product used by global enterprises

Hiring organization

ITOrizon

Employment Type

Full-time

Experience

10+ Years

Role Category

Senior Technical Writer

Industry

PaaS | SaaS | No-Code Platforms |
Enterprise Tech

Job Location

Bangalore, India

Date posted

September 23, 2025

- Be part of a design-forward, documentation-driven culture in our Bangalore office
- Competitive compensation, career growth, and leadership opportunities

Qualifications

- 10+ years of experience in technical writing for enterprise platforms, preferably in PaaS/SaaS environments
- Proven experience managing help systems and platform-level documentation at scale
- Strong portfolio of tutorials, guides, and user-facing content for complex platforms
- Deep understanding of no-code/low-code platforms and developer-facing tools
- Excellent writing, editing, and information architecture skills
- Familiarity with documentation tools (e.g., MadCap Flare, Confluence, Git, Markdown, DITA)
- Ability to work cross-functionally and manage multiple documentation streams
- Strong attention to detail, user empathy, and commitment to quality

Good to have

- Experience documenting APIs, SDKs, and integration workflows
- Exposure to UX writing and in-app guidance systems
- Knowledge of accessibility standards, localization, and content governance

How to Apply:

If you're ready to make complex platforms simple and empower users through exceptional documentation and tutorials, we'd love to hear from you.

Email your Resume to engage@itorizon.com