

<https://itorizon.com/job/senior-technical-writer-wms-saas-product/>

Senior Technical Writer – WMS SaaS Product

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, you will own the documentation strategy for our WMS SaaS product. You'll create comprehensive help guides, user manuals, and tutorials tailored to different personas—from warehouse operators to IT administrators. You'll also document product customizations and develop case studies that showcase real-world implementations. This role demands deep domain knowledge, storytelling ability, and mastery of technical writing best practices.

Description

- Develop and maintain help documentation, user guides, and onboarding materials for the WMS SaaS platform
- Create tutorials, walkthroughs, and how-to content for platform features and customizations
- Understand user personas and tailor documentation to their workflows and needs
- Collaborate with Product Managers, Engineers, and Implementation teams to capture accurate and actionable content
- Document product customization options and configuration scenarios for enterprise clients
- Author case studies that highlight successful deployments and business impact
- Ensure documentation is clear, consistent, and aligned with industry best practices
- Manage version control, publishing workflows, and content governance across releases

Responsibilities

- Shape the voice and clarity of a mission-critical WMS SaaS platform
- Lead documentation strategy for a product used by global enterprises
- Be part of a collaborative, content-driven culture in our Bangalore office
- Competitive compensation, career growth, and leadership opportunities

Qualifications

Hiring organization

ITOrizon

Employment Type

Full-time

Experience

10+ Years

Role Category

Senior Technical Writer

Industry

SaaS | ERP | Warehouse
Management | Supply Chain Tech

Job Location

Bangalore, India

Date posted

September 23, 2025

- 10+ years of experience in technical writing for SaaS ERP products, preferably in WMS or supply chain domains
 - Proven ability to create user-centric documentation for diverse personas
 - Strong portfolio of help guides, tutorials, and case studies for enterprise platforms
 - Deep understanding of warehouse operations, ERP workflows, and SaaS customization models
 - Proficiency in documentation tools (e.g., MadCap Flare, Confluence, Git, Markdown, DITA)
 - Excellent writing, editing, and information architecture skills
 - Strong collaboration, stakeholder management, and analytical abilities
- Good to have
- Experience with API documentation and integration guides
 - Exposure to UX writing and in-app guidance systems
 - Familiarity with localization, accessibility, and content analytics

How to Apply:

If you're ready to turn complexity into clarity and empower users through exceptional documentation, we'd love to hear from you.

Email your Resume to engage@itorizon.com