

# JOB Description

## Technical Writer – Lausanne

### Who We Are

Based in Lausanne, METACO is the leading provider of security-critical infrastructure enabling financial institutions to enter the digital asset ecosystem. Trusted by top banks, exchanges and infrastructure providers globally, we strive to deliver best-in-class products and services that help our clients achieve customer and business success.

At METACO, we lay the foundations to transform the financial services industry by building the digital asset infrastructure that will revolutionize finance for generations to come.

We are looking for an experienced **Technical Writer** to join our team in Lausanne, Switzerland. As a member of our team, you would be contributing to the development of our platform, a digital asset management solution for banks. Working closely with blockchain experts, software engineers and hardware manufacturers, your contribution would have a direct impact on the evolution of the cryptocurrency/fintech industry as we know it today.

## WHAT YOU WILL DO

### RESPONSABILITIES & DUTIES

- **Create exceptional documentation** in the form of user guides, integration guides, API developer guides, in-platform instructions, installation/configuration instructions and system operations,
- Create **client resources and educational materials**, including videos, demos, tutorials, training materials, guided tours, general & technical overview and FAQs,
- Research, write, edit and revise content that is both engaging and accessible to user personas with both non-technical and technical backgrounds,
- **Publish weekly release notes to internal and external stakeholders** with information on product updates, releases and fixes,
- Edit other writers' content and documentation for consistency and continuously update content with current information,
- **Maintain a tracking and ticketing system to ensure deadlines** are met and client deliverables are received on time,
- **Test products for issues, provide insight to resolving problems and ensure documentation** is accurate and consistent,
- **Collaborate with internal teams**, including Development, Engineering, Quality Analysis, Product Management, Product Marketing and Customer Enablement.

## WHAT YOU WILL NEED

### QUALIFICATIONS & SKILLS

- Fluent in English,
- Strong written and verbal communications working with content in multiple mediums,
- Experience collaborating cross functionally to collect product and technical information for creating documentation,
- Strong experience owning the end-to-end documentation creation/publishing process,
- Excellent attention to detail and accuracy,
- Experience writing for a variety of audiences, from software engineers, system administrators and API developers/integrators to non-technical end users,
- Experience creating the following types of documentation: Application users guides, application installation/configuration guides, API integration guides, application release notes and training materials.

## Why METACO SA

We are a dynamic and fast-growing company, working together to tackle the most challenging problems at the intersection of distributed systems, cryptography, and finance. We provide an entrepreneurial culture, where merit, contribution and teamwork are rewarded. Our team is important to us, and we work hard to support both the personal and professional development of team members in a comfortable office environment (virus-permitting) and team-oriented atmosphere.

We understand that maintaining a good work-life balance is crucial to a healthy and happy workplace, that is why we provide flexible working policies for employees to fit their individual needs. Join us to make your mark on the transformation of the financial services industry.