Job Title: Technical Documentation Specialist  
Department: Technology  
Reports to: Lead, Product Manager  
Location: Pittsburgh, PA, USA  

Company Overview:  
Liberated Syndication (Libsyn) pioneered the system to host and publish podcasts in 2004. Today, we are one of the industry's largest podcast and advertising networks with over 75,000 customers serving 6 billion downloads a year. We build products that are easy to use, so our customers can focus on creating great content. We provide a working environment that is challenging, exciting, collaborative and most importantly, fun.  

We love problem solvers, geeks, artists, dreamers, doers, visionaries, fixers, and facilitators. With the industry undergoing explosive growth, podcast advertising is expected to exceed $2 billion in 2023. Why not be part of that growth and apply to become part of the Libsyn Team? Your unique skill set might be exactly what we are looking for...and did we mention that our benefits are GREAT!?  

Job Summary:  
Develops, prepares and/or maintains documentation pertaining to business processes, systems operation, product development and other technical processes. Researches, reviews, and collects available technical information as basis for documentation. Creates new documentation or updates existing documentation to accurately reflect changes in a product or process. Writes and maintains end user documentation or online instructional content. Has developed a strong understanding of the technical details of the products or processes that are being documented.  

Duties/Responsibilities:  
- Collaborate with management and departments to identify user needs  
- Plan, develop, organize, write, and edit user facing tutorials, tooltips, and instructional guides  
- Advise on and coordinate product related written material with product marketing teams  
- Produce electronic documentation  
- Maintain a comprehensive library of technical terminology and documentation  
- Analyze documents to maintain continuity of style of content  
- Manage updates and revisions to technical literature  

Required Skills and Abilities:  
- Excellent verbal and written communication skills.  
- Excellent organizational skills and attention to detail.
• Excellent time management skills with a proven ability to meet deadlines.
• Strong analytical and problem-solving skills.
• Strong supervisory and leadership skills.
• Ability to function well in a high-paced and at times stressful environment.
• Proficient with Google Office Suite or related software.
• Proficient with web based content management systems (such as WordPress or similar)
• Proficient with basic HTML, CSS, and FTP

**Required Education and Experience:**
• Associate's or Bachelor's degree in Computer Science, Business Administration or a related field
• 2+ years of experience in technical writing and document management
• Experience working with many different file types
• Basic understanding of construction of documents
• Strong problem-solving and communication skills
• Ability to learn quickly and work independently or as part of a team

**Preferred Education and Experience:**
• Familiarity with Podcast Hosting Platforms

**Benefits:**
• Medical, Dental and Vision Coverage
• Long-Term Disability Coverage
• 401(k) Saving Plan
• Paid Vacations and Holidays
• Opportunities for Flexible Work Arrangements
• Educational Opportunities

**Opportunities for Everyone:**
Strong teams bring diverse communities of people together, and we take the same approach when building our team. We thrive on differences and believe it is critical to our success as a global company.

Libsyn is proud to be an equal opportunity workplace that seeks to attract, retain, develop and advance the most talented people from a variety of backgrounds, perspectives, and skills. We therefore encourage applications from all genders, races, religions, ages and sexual orientations, as well as parents, veterans, people living with disabilities, and any other groups that could bring diverse perspectives to our business.