

## Professional Services Technical Author – SFIA: [Level 4](#)

Location	UK – Remote/Hybrid/Office based	Department	Professional Services
Hours	Full-time / part-time available	Reporting to	Head of Professional Services

About us	<p>We have two world class software products: <b>Guardian</b> - detects, monitors and assures your complete IT estate for configuration drift and operational stability, <b>Alchemy</b> frees enterprises from running unsupported Windows and Citrix platforms by making otherwise incompatible applications run on the newest supported platforms – whether they run on-premises or in the cloud.</p> <p>We work in an environment of collaboration, continuous improvement, honesty, and humility. We build a customer-focused, high-quality product, relying on peer reviews, and teamwork to improve and develop ourselves in everything we do.</p> <p>Recently announced as one of the UK’s Fastest Growing Technology Companies by Deloitte, Cloudhouse is also the Preferred Partner globally for the AWS End of Support Migration Program for Windows Servers (EMP), as well as a migration partner for Microsoft’s Windows Virtual Desktop. Cloudhouse is relied upon by a number of Government departments as well as organisations across all sectors including the National Australia Bank, NASA and Centrica.</p>
About the role	<ul style="list-style-type: none"> <li>You will work across both our <b>Alchemy</b> and <b>Guardian</b> products, see <a href="http://www.cloudhouse.com">www.cloudhouse.com</a></li> <li>You will take ownership of our professional services approach to technical documentation , implementation &amp; testing guides, and end user documentation detailing product features, their benefits and associated configurations, implementation process and deployment methods</li> <li>You will own the implementation process and lifecycle documentation for the products</li> <li>You will create client content enhancing the products, such as use cases, success stories, blogs, etc.</li> <li>You will assess the effectiveness of our documentation and prioritise iterative improvements to our current content on a continuous basis.</li> <li>You will conduct reviews and edits for grammar style and form on content from other contributors</li> </ul>
About you	<ul style="list-style-type: none"> <li>You are self-motivated and show leadership in developing and applying best practices and policies</li> <li>You Produce high-quality documentation that meets applicable standards and is appropriate for its intended audience.</li> <li>You write clear, simple and concise, documentation, UI text, online help and technical guides, taking care of editing, proof reading and publication.</li> <li>You work with internal teams to obtain an in-depth understanding of the products and their documentation requirements.</li> <li>You analyse maintain and enhance existing content, focusing on how-to and best practise reuse and single-sourcing, revising or rewriting existing literature if required.</li> <li>You take ownership of problems and achieve good outcomes for all parties through collaboration</li> <li>You are willing to initiate and embrace change</li> </ul>
You feel at home doing these	<ul style="list-style-type: none"> <li>Writing technical copy for client and internal audiences</li> <li>Collaborating with professional services consultants, engineers, sales and marketing</li> <li>Finalising, reviewing and publishing content</li> <li>Operating Windows &amp; Linux systems, familiar with Cloud computing platforms</li> <li>Working independently to deadlines without compromising quality</li> </ul>
These would make you stand out from the crowd	<ul style="list-style-type: none"> <li>Experience in writing documentation for Software Products, Cloud Services Providers</li> <li>A relevant degree or another rigorous discipline</li> <li>Professional use of Word, Adobe Creative Cloud, WordPress, etc.</li> </ul>

Benefits

- Private medical insurance
- Group life assurance scheme
- Group income protection
- Employee Assistance Programme
- Options Scheme
- Regular social, activities including travel for remote employees

To apply send your CV/LinkedIn URL to [recruitment@cloudhouse.com](mailto:recruitment@cloudhouse.com)