SPIDR Tech

My name is Elon Kaiserman and I am the COO of SPIDR Tech. We are a VC backed startup made up of software engineers and former police officers building technology that automates customer service and citizen communication for police departments.

We are seeking an outstanding student aspiring to become a technical writer to work in a hands-on, paid internship. The Technical Writer - Software Engineering Intern will work with our product and engineering teams to generate internal and customer-facing documentation. Our internships are ideal for individuals looking to learn more about how to build a successful enterprise SaaS product, the architectural and engineering concerns involved in doing so, the inner workings of a growing GovTech startup, and software development in general. We are looking for people who take pride in their work and have the energy and desire to make a significant impact.

Responsibilities and Duties

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  Research and transform complex technical concepts, specifications, and procedures into user-oriented information for non-technical and technical audiences
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  Analyze and document architectural decisions, processes, database schema, API endpoints, and existing codebases
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  Ensure technical documentation is accurate, complete, and meets editorial standards for spelling, grammar, paragraph structure, document formatting, and defining technical requirements in written format
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  Evaluate existing documentation for adherence to standards and recommend changes
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  Track and fix documentation deficiencies
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  Research and improve upon the processes and tools involved in producing documentation
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  Perform other additional duties as assigned or required

Qualifications and Skills

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Ability to effectively analyze and resolve problems - assess a situation, gather data, analyze the data, propose a solution

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Ability to effectively present information in written, verbal, and presentation form

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Ability to work both individually and as part of a cross-functional team

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Excellent grammar, clerical, and proofreading skills

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Excellent organizational, planning, and follow-up skills

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Strong verbal, written, and interpersonal communication skills

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Self-motivated

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Software engineering bootcamp graduate or actively enrolled in a bachelor's or master's degree program focused on Software Engineering, Computer Science, English, Journalism, or other major with technical writing emphasis