



Job Description

JUNIOR TECHNICAL WRITER

Pathway Communications is a leader in technology management solutions and counts some of Canada's best brands as its clients. Pathway has been a pioneer in IT Managed Services. Starting out as one of the first ISPs in Canada in 1995, we are now a leading Canadian technology management firm with a global reach. Our clients rely on us as their sole source for high-quality IT solutions – from hybrid cloud services to service desk, telephony, and security. Pathway's operations and teams span across four offices in Canada and overseas and continue to grow rapidly

Key Responsibilities

- Utilize prior responses to write technically accurate and well organized RFP responses
- Ensure each client requirement is answered in sufficient detail
- Understand technical details from Engineering team and translate into clear and concise information for clients
- Maintain the repository of RFP responses in accordance with established organization and tracking templates
- Review the current list of new RFPs and fill in the presentation template for Yay/Nay meeting
- Run the Yay/Nay meeting and answer questions about new RFPs
- Follow and maintain RFP response team processes
- Review and correct all outward facing copy
- Work on client-specific requests for documentation
- Assist in preparing website content, email blasts, blogs, and related material
- Address and complete additional projects as they occur and are assigned

Requirements

- A degree, diploma, or certificate
- Has a foundation in technical writing for IT
- Strong organizational skills reflected in file and folder organization
- Strong time management skills reflected in meeting deadlines
- Excellent communication skills reflected in advanced and sufficient notice of issues or required assistance
- Self-education about new technologies as they become relevant or used in our environment
- Strong understanding of information technology reflected in accuracy of written work on IT subjects
- Excellent written and verbal English reflected in a low error rate in written work



How to Apply

- Please email your resume with the subject, "Junior Technical Writer", to recruitment@pathcom.com
- We thank all candidates, but only those selected for an interview will be contacted.
- Disclaimer: Please note that this document is intended to provide an overview of job accountabilities and does not necessarily list all tasks related to the job.
- The Pathway Group is an equal opportunity employer and is committed to providing equal treatment with respect to employment without discrimination because of race, ancestry, place of origin, citizenship, creed, sex, sexual orientation, age, marital status, family status, disability, color, or ethnic origin as required by the Ontario Human Rights Code. If accommodation is required, please mention in the application.
- Job Type: Full-time, Permanent (Temporary hybrid)
- Compensation is commensurate with candidate qualifications
- Location: Markham, ON, Canada