

Job Role:

Medical Software Documentation Specialist

Country:

North Macedonia or Serbia

Reporting to:

Head of Quality Assurance

Our documentation specialists ensure that our clients and regulators have a complete understanding of our software, what it does, how it works, and how to use it. You will work with developers, project managers, and trainers across the business, providing advice, guidance, and hands on support to make sure that release documents meet the needs of our customers and regulators. You will also work with our heads of Quality Assurance, Knowledge Management, Customer Success, and Commercial to make systemic improvements to the way we develop user documentation, to improve user friendliness and ensure regulatory compliance.

A typical day might include:

- Working with developers and trainers to better understand our products, and translating complex product information into simple, user-friendly, engaging content
- Co-ordinating and driving input for document creation and revision from trainers, developers, and others in the business, drawing on the knowledge and expertise from across the business
- Collecting end user (customer) feedback on documentation and developing, leading, and executing systematic improvements to the way we compile it
- Working with developers to prepare end-user documentation, including release notes, tutorials, and guides, based on established standards
- Flagging deviations, risks, and other concerns to the head of Quality Assurance to ensure that we do the best by our customers

Your key relationships will be:

- Head of Quality Assurance
- Chief Operating Officer and QARAC
- Developers and Head of Product Engineering
- Project Managers
- Trainers

This job might be for you if you:

- Have exceptional written communication skills in English
- Can write clearly, accurately, and concisely
- Can simplify complex concepts into simple communications
- Have a strong eye for detail
- Enjoy improving how things are done, as well as making sure they get done
- Can challenge constructively and collaboratively to drive improvements
- Are good at rolling up your sleeves and getting things done

You will have

- Proficiency with simple Microsoft tools (e.g. Word, Excel, Power Point)
- Previous experience in writing documentation related to health care and/or IT

You may have (nice to have but not essential):

- Knowledge of software / medical devices' development processes is an advantage.
- A Bachelor's degree in Medicine, Pharmacy, Biology or similar

If you are interested, please send your application at: jobs.mk@mak-system.net; D.Kiprijanovska@mak-system.net