

Technical Product Writer – 6 month FTC

Cuscal is Australia's leading independent provider of payment solutions including card and acquiring products, mobile payments, fraud prevention, EFT switching and direct entry. We process 16% of Australia's EFT transactions, have over 7 million cards under management and switch and acquire for around 40% of Australia's ATMs.

We partner with more than 100 clients from a range of industries including financial services, airlines, fintech and retail. We use our expertise and scale to help existing companies grow and new companies enter the market. This drives competition throughout the payments industry, increasing innovation and giving businesses and consumers greater choice.

At Cuscal we strive to embody our values of **partnership**, **reliability** and **energy** by building strong relationships, showing pride and purpose in everything we do, and being reliable, trustworthy and accountable.

We offer this fantastic opportunity for a highly **dedicated** and **team-orientated** person to join an **innovative, dynamic and challenging environment**. Your focus will be to produce high-quality documentation that contributes to the overall success of our products. You will work collaboratively with product managers and project managers to make our products easier to use and contribute to our clients' success. This will be achieved by:

- Working with internal teams to obtain an in-depth understanding of the product and the documentation requirements
- Producing high-quality documentation that is appropriate for its intended audience
- Writing easy-to-understand product descriptions, user interface text, online help and developer guides
- Creating tutorials to help end-users use a variety of applications
- Analysing existing and potential content, focusing on reuse and single-sourcing opportunities
- Creating and maintaining the information architecture

We are seeking a motivated and energetic individual who has demonstrated skills and experience in:

- Proven working experience in technical writing of complex product documentation, preferably in the cards and payments domain
- Ability to deliver high quality documentation paying attention to detail
- Ability to quickly grasp complex technical concepts and make them easily understandable in text and pictures
- Excellent written skills
- Strong working knowledge of Microsoft Office

At Cuscal, you will be encouraged to develop and **grow your career** in a supportive environment where **people are a priority** in achieving great results.

To apply for this role please email careers@cuscal.com.au.

The successful applicant will need to hold a valid visa with work rights and gain satisfactory outcomes from Employment Screening including an Australian Federal Police and qualifications check.