

Senior Digital Media/ Technical Writing Creator

Indigo designs and markets leading-edge medical software technologies for laboratories to improve healthcare in key areas like opioid addiction and COVID testing. We deliver cloud-based tools that dramatically improve the speed and quality of instrument data in a variety of industries. Our software tools are creating modern labs and doing better science.

Why You'll Love It Here

We strive to create exceptional products built on solid science, intentional design, and polished technology. Indigo is a community of passionate and skilled individuals working together to improve outcomes for patients and doctors while simultaneously improving quality of life in the laboratory and making an impact on medical care.

We believe in creating space for team members to do their best work. We minimize organizational distractions, provide transparent promotion and compensation systems, coach skill building in both team and one-on-one sessions, and utilize the best tools and techniques for the job.

About You:

- You have a great eye for aesthetics and visually appealing technical content
- You have a passion for creating high quality technical documents and media
- You bring a unique blend of business and technical savvy, a big-picture perspective, and the drive to make our vision a reality
- You elicit, develop and curate ideas that will deliver value both internally and externally
- You are an excellent communicator across all areas of the company
- You want to expand your impact by making a difference in healthcare and improving patient outcomes
- You take pride in the quality and craftsmanship of your work rather than just doing it to get it done
- You want to reach for the next level while working with products that matter

We'd love to have you on our team.

About the role

As a Senior Digital Media/ Technical Writing Creator at Indigo, you will report to the EVP of Product and Partnership but play an integral role collaborating with many teams across the company. This role will be responsible for the development and curation of all digital content such as the website, podcasts, press releases, training videos, and more. You will also design, create, maintain, and update all technical documentation which includes, but is not limited to, standard operating procedures, online support, user guides, virtual training guides, and other critical documents.

As a new role to our organization, this job will require you to regularly roll up your sleeves to execute on a plan, doing whatever it takes to get the job done. While you are working through creating content creation plans, you will be building and documenting the processes required to do so in order to build a system that can be easily replicated.



In this role, you will need a both a creative and technical background that enables you to work effectively with marketing, product owners, product specialists, software engineers, and subject matter experts to create accurate, engaging content for internal and external use. You have excellent communication skills, and a demonstrated ability to deliver high-quality organizational processes as well as digital media and technical publications.

General Responsibilities:

- You will regularly write, record, and produce digital content to help our users discover how to do amazing things with our software and empower them to succeed all while building out systems and processes for the organization.
- Storyboard, pitch, record, edit, and produce original video content including both on-screen and audio/voiceover media for both internal and external uses.
- Research, develop, write, and edit technical and informational materials for various organizational needs, including reports, manuals, user guides, online help text and other related technical publications that support the customer.
- Create clear, concise, and engaging content while maintaining documentation standards and processes.
- Follow our style guides to deliver high-quality content for Indigo customers.
- Perform all related tasks to content creation, including planning, designing, writing, editing and leading reviews.
- Work with marketing, product owners, product specialists, software engineers and subject matter experts to understand how the products are intended to be used, then translate that into targeted content for customers.
- Manage and maintain all published documentation, including policies, procedures, forms and training documentation for customers.
- Contribute to the development of new processes and methods.
- Other duties as assigned.

Experience:

- Bachelor's degree or higher in a related field, or similar years of experience.
- Experience with Adobe, Photoshop, Adobe Creative Cloud, InDesign and Illustrator.
- Experience with Paligo (or a similar documentation CCMS), preferred.
- Experience with Camtasia (or a similar tool) for screen recordings, video, audio, and image editing.
- Knowledge of mass spectrometry laboratory workflows and procedures, a plus.
- A proactive and open-minded attitude toward resolving problems and delivering results.
- Ability to work effectively and collaborate across multiple teams.
- Ability to meet or beat deadlines.
- Passion for our products and the success of our organization.
- Ownership of responsibilities and commitment.
- Quality & Regulatory knowledge or awareness, a plus.



All applicants for full-time employment at Indigo BioAutomation are required to be fully vaccinated against COVID-19 prior to commencing employment. Applicants who receive a conditional offer of employment will be required to produce proof of vaccination status prior to their first day of employment.

The above statements are intended to describe the general nature and level of the work being performed by people assigned to this work. This is not an exhaustive list of all duties and responsibilities. Indigo BioAutomation management reserves the right to amend and change responsibilities to meet business and organization needs as necessary. Indigo BioAutomation, Inc. is an equal opportunity employer.

