

ROLE PROFILE

Title: Technical Writer
Function: Product Management
Reports To: Senior Director, Product Management
Location: Toronto
Type: Full-time

Role Overview

This role focuses on transforming how Exchange Solutions (ESI) produces, verifies, and maintains all forms of technical documentation by integrating advanced AI-driven methods directly into the documentation lifecycle. The Technical Writer will redesign traditional workflows to accelerate content creation, implement automated accuracy-checking mechanisms, and shift the organization toward generating documentation that is sourced directly from product code, configuration, logs, and architecture artifacts.

The individual will produce developer integration guides, solution manuals, workflow diagrams, API and architecture references, operational tutorials, and business-user materials. The role will evolve as new AI-supported documentation capabilities mature, including automated documentation pipelines, semantic search knowledge sets, and AI-generated draft content sourced from live system behavior.

Specific Responsibilities

AI-Enabled Documentation Innovation

- Design and operationalize AI-powered documentation workflows that convert product code, schemas, API definitions, and feature flags into structured documentation.
- Establish continuous verification mechanisms (e.g., code-diff-based alerts, automated accuracy checks, test-driven documentation validation).
- Build and maintain a code-linked knowledge repository that auto-regenerates documentation components as the product evolves.
- Develop prompt libraries, templates, and automated pipelines to accelerate content generation and updates.

Technical Writing & Content Creation

- Produce comprehensive developer-focused content including API documentation, integration guides, SDK walkthroughs, workflow diagrams, and architecture explanations.
- Create business-user-focused product documentation, onboarding guides, in-product help text, and UI walkthroughs.
- Generate diagrams, process models, and system visuals using both traditional tools and AI-assisted diagramming workflows.
- Produce short and long-form instructional media, including training videos, annotated workflows, and release-feature walkthroughs.

Collaboration & Knowledge Extraction

- Work closely with developers, architects, Product Managers, QA, and operations teams to extract precise, code-grounded information.
- Build strong cross-functional relationships and maintain consistent access to domain experts.
- Run structured content-interview sessions using AI tools to capture technical insights faster and with less manual effort.

Documentation Governance & Publishing

- Develop standardized templates, reusable information blocks, and a consistent documentation voice across all products.
- Maintain version control, change logs, and revision histories tied to code changes and release cycles.
- Support release milestones through timely updates, automated documentation checks, and coordination of internal and external publishing.
- Report progress, risks, and coverage metrics based on AI-tracked documentation completeness.

Capability Requirements – Education, Skills & Experience

- Post secondary education with a degree or certification in Technical Writing, English, Journalism, Computer Science, or a related field; or equivalent relevant experience.
- Proven experience working with or supporting software development teams that build complex applications.
- Minimum 3-5 years' experience with a strong background in developer-focused documentation (APIs, architecture, workflows, sequence diagrams).
- Minimum 1-2 years' experience using AI tools for writing, diagramming, summarizing, or automating documentation is a significant asset.
- Familiarity with documentation frameworks, structured authoring, and content reuse strategies.
- Strong knowledge of XML, HTML, CSS, Markdown, OpenAPI/Swagger, and code-adjacent formats.
- Proficiency with diagramming tools (Visio, Lucidchart, draw.io) and screen-capture/video tools (SnagIt, Camtasia).
- Familiarity with workflows and documentation stored alongside source code.
- Experience with Confluence, Notion, Jira, and similar documentation and collaboration platforms.
- Rapid learner with the ability to interpret complex technical concepts.
- Highly proactive and able to drive new workflows without precedent.
- Strong communication and storytelling skills across technical and business audiences.
- Comfortable balancing precision, speed, and evolving AI-driven processes.
- Self-directed with a deep sense of ownership for documentation accuracy and scalability.