Software Quality and Technical Writer
Job Offer

The Company

3Brain is a Swiss deep tech company working on cell-electronic interfaces that link biological networks to computers via custom-made semiconductor microchips. Our mission is to empower life scientists to probe intelligent networks, accelerate biomedical discoveries for the benefit of patients, and create a future more exciting than the present. Our interdisciplinary team of scientists and engineers are constantly pushing the boundaries of engineering for life's complexities. We are ambitious, fast-growing and love to explore. The company's cutting-edge products are used in laboratories and pharma companies worldwide. 3Brain is headquartered in Switzerland nearby Zurich, has a Data Science and Discovery Unit in Genova, Italy, and an operational unit in the US.

More info: **http://www.3brain.com/about.html**.

Job description

3Brain is seeking for a full-time Software Quality and Technical Writer for its Italian office having experience in programming. The candidate will work at the interface between the software and customer success departments, responsible for quality and for creating, maintaining, and managing documentation related to 3Brain's software suite. Additionally, the candidate will be responsible for deployment testing and providing second-tier support to customers regarding software issues. Main responsibilities:

- Write, update, and maintain the user manuals for Brainwave software, ensuring clear instructions and visuals for end-users.

- Create detailed and concise release notes, including new features, improvements, and bug fixes, to be shared with customers and internal teams.

- Test and evaluate new releases, features, and updates of Brainwave software before deployment, ensuring quality, accuracy and usability.

- Draft and send well-structured emails to customers, highlighting key updates, new features, bug fixes, and any significant changes with each software release.
- Engage directly with customers to provide second-tier support for complex technical issues, troubleshooting problems, and coordinating with development teams when necessary.
- Partner with the Customer Success team to address technical issues related to software functionality, troubleshooting, and user experience.
- Proactively gather and document customer feedback on software performance, usability, and desired improvements, sharing insights with the product and development teams to enhance future versions.

Required Qualifications

- Diploma or Bachelor in Computer Science, Information Technology, Technical Writing, or a related field (or equivalent experience).
- 2+ years hands-on experience at least in one of the following tech: C#, C++, Python.
- Excellent English language skills (C2 level).
- Excellent written and verbal communication skills, with an ability to translate complex technical concepts into clear and accessible language.
- Experience with graphic and software tools used in technical writing, such as Adobe Acrobat, Microsoft Office Suite, MadCap Flare, or similar tools for creating visuals, diagrams, and structured content.
- Applicant must have an EU residence permit.

Additional Qualifications

- Proven experience in similar position.
- Knowledge of HTML and CSS.
- Knowledge of Adobe Suite.

What We Offer

- A dynamic and stimulating work environment driven by a desire to build transformational technologies to help others.
- A young, fast-growing company with plenty of opportunities for personal growth and development.
- Working place: **Genova, Italy**. It is a wonderful Mediterranean city with and incredible history, located at the heart of nearby world-renowned places Cinque Terre or Milan, the fashion and business hub of Italy.

To apply send your CV and short motivation letter to **hr@3brain.com**, subject: Software Quality and Technical Writer.