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Technical Writer Internship

At Red Hat, we connect an innovative community of customers, partners, and contributors to deliver an open source stack of trusted, high-performing solutions. We offer cloud, Linux, middleware, storage, and virtualization technologies, together with award-winning global customer support, consulting, and implementation services.

The Red Hat Customer Content Services team is seeking a Technical Writer to join us in Brno, Czech Republic. In this role, you will join a team that promotes customer loyalty and success through content development and delivery. You'll create the feature documentation, user guides, and premium content that accompanies Red Hat products, which will be made available online through the Red Hat Customer Portal.

Responsibilities:

- Work closely with engineering, support delivery, Documentation Program Management and Content Content Strategy to produce and maintain high-quality documentation for upcoming product releases
- Engage with customer and internal feedback to address content gaps, act on direct customer feedback, and promote continuous improvement on the customer documentation experience
- Keep up-to-date on product changes, customer use cases, and support issues by integrating with other internal teams such as Global Support Services
- Master the use of our powerful internal documentation toolchain, including the publishing platform and issue tracking tools
- Create screencasts and short tutorial videos to explain technical concepts and procedures

Requirements:

- Bachelor's degree or higher in Information Technology, computer science or related degree path, or convince us of your knowledge
- Previous background or experience with Linux, open source technologies, cloud technologies, Linux or UNIX administration, or open source software development
- Proven ability to foster and maintain communication with subject matter experts and collaborate with content strategists
- Ability to read, write, and compile technical documents, including issue descriptions and release notes to a high standard
- Experience writing technical content for end users, including reference manuals, user guides, and design specifications
- Knowledge of Agile, project management, version control systems including Git, scripting knowledge and user interface design experience considered a plus

Send your applications with enclosed CVs in English to **Tereza Ticha** at tticha@redhat.com. Name email "Technical Writer Internship".