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Senior Technical Writer – IBC® Canada (Burnaby)

About Us

IBC Technologies Inc. is a leading manufacturer of high-efficiency boilers and water heaters for residential and commercial use in North America and a proud member of the Rheem Manufacturing Company family of brands. For over 25 years, IBC has been at the forefront of innovation in the heating industry.

Here at IBC, we operate on the basis of accountability, integrity, quality, openness, and teamwork. The strength of these values is apparent in our team members, who strive to live them every day. It is this culture that has allowed us to exceed customer expectations, outperform our competitors, build strong relationships and above all, have fun doing it with a lot of great people!

Position Title

Senior Technical Writer

Position Summary

The Senior Technical Writer will create technical documentation and user-facing materials to enhance knowledge transfer of products and version releases.

Location: Burnaby, BC

Reporting to: Senior Director, Engineering

Essential Functions

- Write and publish manuals, user guides and reference materials for new product releases.
- Write conceptual and procedural content.
- Use images to supplement descriptive content, and deliver a user experience aligned with how customers want to consume the content.
- Oversee the creation of how-to videos for IBC's YouTube channel.
- Produce and manage content on IBC's technical portal, including featured snippets for SEO.
- Localize content (French).
- Ensure all product information is up-to-date, technically accurate, direct, and user-friendly.
- Performs other duties as assigned.

Qualifications

Education:

- Post-secondary degree in Communications, English, Engineering, or related discipline.

Work Experience:

- Significant experience in technical writing for electronic products or home appliances.
- Prior experience managing video content.
- Prior experience using Component Content Management Systems, e.g., Flare.
- Prior experience with source control and Cloud technology.

- Prior experience working with 3D models is an asset.

Knowledge, Skills, & Abilities:

- Outstanding written and verbal capability.
- Ability to accurately document features through interpretation of specifications.
- Ability to work effectively with cross-functional subject matter experts to understand new features, user cases, and customer scenarios.
- Ability to convert complex technical information into clean, concise, and coherent end-user documentation.
- Working knowledge of HTML, CSS (JavaScript desirable) and responsive design.
- Working knowledge of Component Content Management Systems, e.g., Flare.
- Working proficiency in Adobe InDesign and Adobe Illustrator.
- Demonstrated ability to produce customer-ready videos.
- Demonstrated ability to produce striking infographics and images using Snagit or similar program.
- In-depth knowledge of SEO best practices to expand discoverability.
- Curiosity for technology and a passion for creating useful technical content.
- Professional verbal and written proficiency in French is an asset.

Apply

We want to hear from you if you think there is a fit! To apply, please email your application to ibc.hr@ibcboiler.com with the job title in the subject line.