

Job Description

Junior Technical Content Creator

July 2026

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2. Introduction

Sintrex is passionate about the innovative pursuit of excellence in providing end-to-end IT management and consultative IT services that create reliable, robust and user-friendly solutions. Through a culture of excellence, partnership and fun, Sintrex attracts and empowers staff with an inspirational work experience, world class software and globally renowned suppliers and partners to deliver services and solutions to their clients, helping to secure and enhance their IT reputations.

The successful candidate will be part of a team in a highly pressured environment. We encourage our team members to take ownership of their responsibilities.

Candidates who do not thrive under pressure and who are not inherently dedicated to being the best they can be through a self-learning attitude do not enjoy our environment.

3. Overview

The Junior Technical Content Creator reports directly to the Product Owner and plays a key role in ensuring the quality, accuracy, and ongoing maintenance of product documentation and videos, training materials, and assessment content across the organization.

Working closely with the Product Owner and the Content team, this role is responsible for creating, updating, and maintaining comprehensive product and organizational documentation and videos. The Junior Technical Content Creators will collaborate with Developers, Content Creators, Subject Matter Experts, and other stakeholders to translate technical information into clear, engaging, and accessible content.

A primary objective of the role is to support internal enablement and client success by developing high-quality training and educational collateral that bridges the gap between product development, user adoption, marketing, and sales. Through effective documentation and knowledge-sharing, this position helps ensure that products are well understood, effectively marketed, successfully implemented, and fully utilized by clients.

4. Core Outputs

1. Product Documentation

- Create, maintain, and continuously improve product documentation for all assigned products.
- Ensure documentation accurately reflects current product functionality and releases.
- Maintain documentation standards, structure, and quality across all products.

2. Training Material Development

- Develop and maintain comprehensive internal training material.
- Create user guides, training manuals, and learning resources for different audiences.
- Ensure training content remains aligned with product enhancements and updates.

3. Assessment and Knowledge Validation Content

- Design, update, and maintain assessments, quizzes, and certification content.
- Ensure training effectiveness can be measured through structured knowledge validation.
- Support onboarding and continuous learning initiatives.

4. Technical Knowledge Translation

- Translate complex technical concepts into clear, user-friendly content.
- Produce content suitable for technical, business, sales, and client-facing audiences.
- Serve as the bridge between developers, subject matter experts, and end users.

5. Internal Enablement Collateral

- Create educational content that enables employees to understand, demonstrate, support, and implement products effectively.
- Support onboarding programs and product knowledge initiatives.
- Ensure internal teams have easy access to accurate and up-to-date product knowledge.

6. Marketing and Sales Enablement Content

- Produce product overviews, product videos, feature summaries, value propositions, and supporting collateral.
- Ensure product messaging is accurate and aligned with documented functionality.
- Support sales, marketing, and pre-sales teams with product knowledge resources.

7. Documentation Governance and Maintenance

- Establish and maintain documentation review cycles.
- Identify documentation gaps and proactively address them.
- Ensure all content remains current, accessible, and aligned with company standards.

8. Product Adoption and Knowledge Transfer

- Help reduce the gap between product development and product adoption.
- Ensure knowledge is successfully transferred from development teams to employees, partners, and clients.
- Contribute to improved product understanding, utilization, and customer success.

5. Essential Requirements

- Proficient in English verbal and written communication.
- Exceptional knowledge of grammar, spelling, and writing standards.
- Experience in copywriting, editing, and proofreading.
- High degree of computer literacy.
- Proficient in Microsoft 365 (Word, PowerPoint, Excel, SharePoint, Teams).
- Minimum of 2 years' experience in technical writing, content writing, or a related field.
- Competent in information gathering, analysis, and knowledge organization.
- Passion for technical writing and continuous learning.
- Ability to simplify complex technical concepts for different audiences.
- Strong attention to detail and commitment to content quality.
- Excellent organizational and time-management skills.
- Ability to collaborate effectively with developers, subject matter experts, and stakeholders.

6. Beneficial skills

- Basic understanding of networking and IT infrastructure
- Grav exposure would be beneficial
- Experience creating training material, user guides, or knowledge base articles.
- Exposure to software development or technical products.
- Familiarity with documentation platforms (SharePoint, Confluence, Wiki systems, etc.).
- Basic understanding of instructional design and learning principles.
- Video recording and editing

7. Behavioural Competencies

- Meticulous attention to detail
- Entrepreneurial initiative (self-starter)
- High degree of professionalism
- Strong sense of ownership
- Deadline driven
- Passion, drive and ability to learn new skills
- Team orientated as well as an ability to work independently
- Able to work efficiently under pressure
- Strong analytical and problem-solving skills
- Well organized