On behalf of our client, a globally recognized and highly innovative **medical company** that is continuously expanding its advanced Capability Center in Poland, we are looking for an experienced contect writer / technical writer.

This is a offer for a 3 months project.

knowledge content specialist

Nr ref.: 158/10/2026/AR/270927/jobs.pl Warszawa (mazowieckie)

What you can expect from us?

- contract of employement or b2b contract via Randstad, for 3 months
- remote work opportunities

Employment agency entry number 47

this job offer is intended for people over 18 years of age

What will your tasks involve?

- Responsibility for converting business knowledge into ServiceNow articles, ensuring timely publication, content quality without relying on business contributors to author content themselves
- Create and publish knowledge articles
- Propose content and solutions for feedback received through Tetsu
- Engage with SMEs to validate content and close knowledge gaps
- Transfer SharePoint content across GBS to SNOW KB and retire SharePoint pages

What we expect from you?

- Fluent business writing and content development skills
- Knowledge management, process documentation, or ServiceNow experience
- Proactive problem-solving mindset
- Ability to translate complex business processes into clear, user-friendly knowledge content
- Experience collaborating with Subject Matter Experts (SMEs) and process owners to validate and improve content
- Experience optimizing knowledge content for AI chatbots and virtual assistants - nice to have