



Duo Security, Customer Success Technical Writing Internship

Duo is looking for a technical writing intern to help us help our customers. If you are the sort of person who enjoys writing out step-by-step troubleshooting lists, then we need your help crafting and editing content for our knowledge base, technical communications, and a variety of other content projects. As a member of our Global Knowledge & Communities team, you will help create and improve the content that helps our customers solve any issues they encounter and make the most of Duo's features.

What you'll do...

As a Technical Writing Intern, you will

- Work with partners across Duo to write new technical content
- Edit and publish knowledge base articles
- Engage with subject matter experts to understand and document upcoming features
- Review and improve a wide variety of content including video scripts, technical email drafts, customer education courses, and much more!

Skills you have...

- Comfort asking questions about technical concepts you are unfamiliar with
- Experience with creating written content -- ideally technical content
- Strong understanding of grammar, formatting, and tone

3 reasons why you should apply...

- You want to work with a team of really nice people who love making many different kinds of technical content
- You want to learn about different technical content systems
- You are happiest teaching people how to solve problems for themselves

Internship Details...

- You'll be working with teams based out of our Ann Arbor, MI and Austin, TX offices
- Program dates are May 24th - August 20th
- Roles are full time and 40 hours per week, Monday - Friday

- Generous pay and employee perks

Duo Security, now a part of Cisco, is the leading provider of Trusted Access security and multi-factor authentication delivered through the cloud.

Duo's mission is to make security simple for everyone. We were born from a hacker ethos and a desire to make the Internet a secure place. We believe in empowering people to follow their passions inside and outside of the office and enable every employee to bring their whole self to work.

Our team is our secret weapon. We run the spectrum from artists to analysts, low-key to high energy, and bring together a diversity of skill sets, experiences, and perspectives to solve what we consider to be the world's most pressing geopolitical challenge — transforming the security industry as we know it. Together we build solutions that are easy, effective, trustworthy, and enduring. And that's why we are the most loved and trusted company in security.

Duo is committed to cultivating and preserving a culture of inclusion and connectedness. We are able to grow and learn better together with a diverse team of employees. The collective sum of the individual differences, life experiences, knowledge, innovation, self-expression, and talent that our employees invest in their work represents not only part of our culture, but our reputation and Duo's achievement as well. In recruiting for our team, we welcome the unique contributions that all potential candidates can bring in terms of their education, opinions, culture, ethnicity, race, gender identity and expression, nationality, age, languages spoken, veteran's status, religion, disability, sexual orientation and beliefs.

And if this role is exciting to you, we encourage you to apply even if you don't meet all 100% of the description or qualifications. Finally and most importantly, we are a proud Equal Opportunity Employer.