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Top Skills

Docs-as-code
madcap Flare
Git

Publications

Designing Windows 95 Help: A
Guide to Creating Online Documents
Building Your Own Website

Steve Arrants

Technical Documentation | Docs-as-Code & API Documentation | AI-
Augmented Workflows
South Burlington, Vermont, United States

Summary

I am a senior technical documentation professional with more than 30 years of experience designing, writing, and engineering high-impact documentation ecosystems. My expertise lies at the intersection of complex architecture and clean, minimalist information design—transforming intricate code bases, APIs, and SaaS platforms into structured, user-centric knowledge. As an advocate for the docs-as-code paradigm, I focus on building robust, Git-based documentation workflows that integrate seamlessly into modern engineering pipelines. Rather than relying on rigid, proprietary authoring tools, I specialize in leveraging lightweight markup languages and static site generators to ensure content is highly version-controlled, highly maintainable, and deeply aligned with developer workflows. Throughout my career across enterprise software, SaaS, and regulated industries, my focus has been on content architecture, scalability, and establishing clear AI governance models to control how institutional knowledge interacts with automated assistants.

Core Competencies & Specializations

Documentation Architecture: Docs-as-Code, Information Architecture, Component Content Management (CCMS), Style Guide Development, Single-Sourcing.

Tools & Frameworks: Static Site Generators (Hugo, Jekyll), MadCap Flare, Camtasia, Markdown Monster.

Workflows & Infrastructure: Git, GitHub, Kaizen Plugin, Markdown authoring, API documentation, CI/CD pipeline integration.

Governance & Strategy: Context ownership, AI-assistant knowledge base governance, editorial team leadership, and cross-functional technical editing.

Proven Professional Impact

Infrastructure Migrations: Led complex migrations from legacy architectures to high-performance static site environments (including Jekyll to Hugo), drastically reducing site build times and optimizing contributor workflows.

Process Optimization: Scaled documentation pipelines by pairing advanced plugins (like Kaizen) and video modules (via Camtasia) to increase authoring efficiency and expand content accessibility.

Strategic

Governance: Authored foundational philosophy statements and frameworks for AI governance, ensuring external automation layers ingest institutional knowledge securely and accurately. Based in South Burlington, VT. Available for remote senior technical writing, editing, and documentation engineering leadership roles.

Experience

iPaaS.com

Contract Technical Writer

February 2025 - April 2026 (1 year 3 months)

Atlanta, GA

Sole technical writer for an API-first data integration platform serving developer, partner, and end-user audiences.

Reorganized 17 microservice API error files into a three-layer architecture, cutting volume by approximately 70% while improving navigability and maintaining completeness.

Built and deployed three Claude Agent Skills (JSON-to-Markdown, mapping table generator, installation doc generator) that automate conversion of iPaaS JSON exports into publication-ready documentation — eliminating hours of manual formatting per integration.

Designed a documentation overhaul to migrate content from an ad-hoc Intercom structure to a scalable system aligned with product development cycles.

Proposed a Markdown/Git/MkDocs pipeline to replace the Word/MadCap Flare workflow, including a hybrid repo structure, phased adoption path, and cost-benefit analysis.

Worked directly with Product and Development to establish content workflows and documentation standards across engineering teams.

Agilent Technologies

Technical Writer, Expert

June 2021 - August 2024 (3 years 3 months)

Winooski, Vermont

Documented lab and cell analysis hardware and software for end users and field staff across a portfolio of scientific instrumentation products.

Rewrote, rebranded, and converted 12 existing documentation sets to meet new Agilent standards — restructuring content architecture while preserving technical accuracy across complex subject matter.

Produced online and print documentation using MadCap Flare, managing single-source publishing for multiple output formats and audiences.

Jitterbit

Senior Content Developer

July 2019 - June 2021 (2 years)

Created enablement documentation for integration workflows connecting Snowflake, Jira, ServiceNow, and other enterprise platforms.

Worked in a docs-as-code workflow using Confluence to publish user guides, release notes, and API documentation on a two- to three-week release cadence.

The Sheridan Group

Senior Content Developer and Technical Support Specialist

August 2014 - July 2019 (5 years)

Waterbury, VT

Developed online help, training, and job aids for clients and staff on editorial and production management tools.

Single-sourced Help for 16 different clients. Each Help covered common and client-specific features.

Created tutorials with Camtasia and Articulate.

Data Innovations LLC

Writing Manager

March 2013 - July 2014 (1 year 5 months)

South Burlington, VT

As the Writing Manager at Data Innovations LLC in South Burlington, Vermont, I led a team of writers to establish new documentation and publishing processes, implement source control methods, and introduce tools to enhance writing quality and collaboration.

MBF Bioscience

Technical Writer

March 2004 - March 2013 (9 years 1 month)

Implemented EPub and Print on Demand to enhance the publishing process, achieving cost reductions in printing and shipping.

Developed comprehensive user documentation for eleven software applications, ensuring consistency through a single content source.

Provided editorial support to Technical Support and Marketing/Sales teams, facilitating clear communication and effective documentation.

Medical Manager Practice Services (a WebMD Company)

Senior Technical Writer

September 2002 - December 2003 (1 year 4 months)

Created documentation for FQHC medical practice management software using a single-source publishing system generating print, online, support, and interactive tutorials while meeting all dates and deliverables on time.

Oversaw production of all documentation, including marketing and compliance documents.

Saved 20% in costs by performing in-house printing and binding of documents.

Managed one on-site and two off-site writers.

Conducted sales force training on new features of software.

iDrive/Anuvio Technologies

Senior Technical Writer

December 2001 - June 2002 (7 months)

Created technical documentation for internal and external (partner) use, including white papers, programming /API references, and tutorials.

Designed and delivered online help for Cellular / PDA combos.

ROIDirect.com

Writing Manager

April 2000 - November 2001 (1 year 8 months)

Directed the production of all internal and external documentation for an e-commerce/CRM company.

Managed multiple projects by setting project goals, allocating resources (8 direct reports), establishing deadlines, and monitoring progress.

Worked with QA and Development to put into place publishing systems that achieved measurably greater productivity.

CNET

3 years 2 months

Senior Editor

February 1998 - March 2000 (2 years 2 months)

San Francisco, CA

Created and directed all content, tone, and style for Web site while overseeing all production.

Oversaw a successful redesign and relaunch of the Web site in 1999, which included fresh content and user-driven articles and tutorials.

Responsible for determining business strategy, hiring, staff development, and management of eight staff and numerous freelancers.

Worked with senior editors of other CNET Web sites to schedule and determine content stories and with advertisers and agencies to better position and deliver advertisements.

Analyzed Web ratings to determine content for audiences.

Senior Writer and Trainer

February 1997 - February 1998 (1 year 1 month)

San Francisco, CA

Designed and wrote documentation for internal proprietary software, including standards, practices, and procedures guidelines for CNET sites and CNET partner content.

Trained over 300 staff members on internal software and procedures.

Applied Business Technology

Documentation Manager

January 1996 - February 1997 (1 year 2 months)

Directed 16 bi-coastal writers and editors, scheduling all documentation from design to distribution.

Led a successful documentation redesign for online delivery.

Modularized documentation, allowing for ease of reuse for different audiences and delivery mechanisms.

Coordinated and implemented the transfer of documentation operations from New York to California, preparing documentation group for integration with a merger partner's operations in Massachusetts.

Autodesk

Senior Online Writer

June 1993 - December 1995 (2 years 7 months)

Wrote end-user product documentation for AutoCAD and associated products.

Directed the design and migration of print documentation to online Help format.

Created online demos and tutorials for end-users.

Reference Software International

Manager of User Documentation

April 1992 - May 1993 (1 year 2 months)

Supervised and coordinated documentation group (20 direct reports in San Francisco and New Mexico) activities for all end-user and technical documentation on dictionary and grammar products.

Merged and transferred documentation operations in San Francisco and New Mexico to our merger partner in Utah, Word Perfect Corporation.

Microsoft Corporation

Senior Technical Writer

December 1986 - March 1992 (5 years 4 months)

Wrote product documentation for end users.

User Education member on the Microsoft Online Help system, which was the foundation of online documentation systems used today.

Documented programming reference manuals for Microsoft Word, Word for Windows, and other products.

Education

Drew University

BA, Anthropology, Classics