B/S/H/ BSH Home Appliances Group

»Maybe tomorrow AI will be driving innovation.«

Cristina
Innovation Technology



Tomorrow is our home.

Find out how you can enjoy, grow and perform at BSH Home Appliances Group: As a leading manufacturer of home appliances and solutions, we encourage commitment and open-mindedness among our employees. With our global brands Bosch, Siemens, Gaggenau and Neff as well as our local brands, our focus truly is on innovation. And that doesn't just apply to our products and services, but also drives the way in which we cooperate, exchange ideas and organize our teams. Everyone is invited to make their individual contribution to our overall success. Join us now and give your career a home.

Technical Writer (m/f/d)

BSH Electrodomésticos España, S.A. | Full time | Work Mode: Hybrid (on-site/home office)
Zaragoza

YOUR RESPONSIBILITIES

Join BSH Electrodomésticos España in Zaragoza! We are looking for a Technical Writer to create high-quality customer service information, optimize ticketing workflows in Jira, and play an active role in prompt engineering and chatbot evaluation. Apply to shape our future customer service.

- Creation of customer service information using Schema ST4 Content Management System.
- Manage Jira ticket processes, ensure lead times, and coordinate sub-tasks.
- Report on JIRA ticket activities, identify bottlenecks, and plan improvements.
- Analyze technician feedback on customer service info and coordinate follow-up actions.
- Evaluate and refine AI prompts with partners to improve chatbot performance.

YOUR PROFILE

- Degree in Engineering, Technical Writing, or similar.
- Professional experience with complex technical data.
- Native or C2 English speaker and Spanish. Knowledge of German is a plus.
- Proficiency in workflows, ticketing systems (Jira), and CMS (Schema ST4).
- Interest in AI prompt engineering, chatbot automation, and collaborative work.

YOUR BENEFITS

- Flexible working time schemes and possibility of home office.
- Discounts in BSH homeappliances and other benefits.
- Free access to our online learning platform, including languages.
- Company bus and subsidized canteen.

FURTHER INFORMATION

Please visit bsh-group.com/career. We would love to welcome you in our team!

Find a new home for your professional ambitions:

Apply online now

BSH Electrodomésticos España, S.A is the controller of the processing and processes your personal data with the only purpose of managing your application. If you want to exercise your data protection rights, please send an email to Data-Protection-ES@bshg.com.

Your application will also be forwarded to individual employees of the following company for the purpose of filling the position: BSH Hausgeräte GmbH (Germany).

BSH IS AN EQUAL OPPORTUNITY EMPLOYER

At BSH, diversity and inclusion are core values that shape our corporate culture. We appreciate everyone's uniqueness and see the diversity of our employees as key to our success. Regardless of gender, origin, religion, sexual orientation, disability, or age, we wholeheartedly welcome every single application.

Home appliances under the brands:

BOSCH SIEMENS Balay