Job Description

Job title: Technical Author	Holidays: 25 days / year + statutory Pension: 5% contributory
Department: Technical Support	Reports to: Group Technical Support Manager
Hours per week: 38 basic – Additional Overtime will be required during busy periods	Hours of Work: 0830 – 1700 Mon-Thurs 0830 – 1500 Fri
Duration: Permanent Full Time	

Job Summary

- To author all the company's technical literature. Including product manuals and installation instructions.
- Improve existing technical documentation.

Main Functions & Duties

- Attend Engineering Design Review meetings assisting with the specification of new projects and updates to existing products.
- Working with Engineering and Test & Approvals departments to learn about upcoming new features and products.
- Managing the scheduling of new technical documentation including product manuals to meet product release schedules.
- Maintaining and improving the company authoring standard

Critical Success Factors
Success in this role will be judged by the following key performance indicators

- Performance against product release targets
- Consistent effective contributions, ensuring continuous improvements to the high quality technical documents
- Optimum use of working time through effective time management and communications

Working Conditions

The role is based at our offices in Hunmanby.

Job Holders Attributes

Essential experience/skills and knowledge

- Educated in English language
- Excellent communication skills
- Ability to operate under own initiative as well as possessing strong team working skills
- Excellent time management skills
- Ability to work in a demanding, fast paced environment and to tight deadlines
- Ability to work at a high level of concentration and commitment
- Confident IT skills
- To follow and maintain the in-house standard for technical documentation.
- Work with multiple departments to learn the functionality of new and existing products to allow them to be correctly documented.
- Impeccable spelling and grammar skills.
- Work with "Technical Support" and "Test and Approvals" departments to ensure they also understand the product being documented.
- Computer Literate to a high degree with experience in desk top publishing / authoring applications. DSE utilise Microsoft Word (Windows) and Adobe InDesign (Mac).
- Electrical Power Generation knowledge is an advantage though not necessary as full training will be given.

Name of person compiling description: John Ruddock

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