



## Job Description

**Job title:** Technical Author

**Location:** Reading

**Department:** Technical Publications

**Reports to:** Technical Publications Manager

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### Main Purpose of Job

This role involves writing technical documentation to support Snell's Automation Software products.

The principal function will involve ensuring the successful delivery of product documentation on time and against budget. This will require awareness of all ongoing current product documents within the company, to ensure individual project success.

The basic elements of the position will involve creating and maintaining product documentation, liaising with various departments and development teams. It will also involve facilitating the transfer of information between internal departments, such as Manufacturing, Test, Service, Development Support and Product Management and sometimes externally.

The position requires a high degree of flexibility, a practical technical background, preferably within the broadcast/electronics industry and a good understanding of the importance of systematic problem analysis, through the documentation life cycle. Tasks and work may vary on a day by day basis, so the ability to switch quickly between assignments is essential. Although it is mainly an office-based function, the role will involve some travel.

The ability to work pro-actively with a number of multi-functional people and provide high level communication are a fundamental requirement of this role. This position may also provide ad hoc support to the Marketing department.

It should be recognized that during the early phases of product definition IP content may be identified. This information should be handled within the normal company procedures. Therefore, whilst dealing internally or externally with third parties during any stage of the product program, IP should be handled appropriately.

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### Main Functions and Responsibilities

- Write, edit and update highly technical User Manuals, Installation Manuals and Technical Support documentation for complex automation software
  - Experience of XML file formats, and programming languages
  - Work closely with engineering teams to obtain source information
  - Maintain document-control and document-management requirements
  - Procure and manipulate diagrams from the Industrial Designers and Mechanical Design departments
  - Develop documentation in line with company objectives defined by Product Management
  - Working closely with Alpha Test Engineers to achieve accurate documentation
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## Qualifications / Knowledge / Experience

### Education/Certification:

- Experience within the broadcast industry, supported with a relevant technical qualification equivalent to HNC, HND or Degree
- The candidate should have a good understanding and familiarity with a complete documentation production cycle.

### Knowledge/Experience:

#### Required:

- The candidate should be able to demonstrate strong technical authoring experience, working within a broadcast/electronics manufacturing industry. The candidate should be self-motivated and keen to succeed.

#### Experience in the following areas is essential:

- Good understanding of the complete documentation production cycle
- Worked with software products extensively in the past
- Working knowledge of XML file formats and other programming languages
- Knowledge of various print methods within the printing industry
- Comprehensive working knowledge of publications software, including Word, Framemaker, Visio, Adobe Acrobat and Paintshop Pro

#### Skills/Abilities:

- Self starter, with the ability to identify important tasks and complete them with minimum supervision
- Good interpersonal and communication skills
- Ability to prioritize workflow and complete multiple tasks simultaneously and accurately to meet project deadlines
- Some digital photography knowledge is desirable
- Must demonstrate ability to exercise independent judgment, initiative and tact in dealing with management, supervisors and employees
- Ability to analyze problems and develop solutions to project tasks
- Confidentiality/trust
- Ability to make decisions to maintain commercial goals
- Excellent organisational and interpersonal skills
- Accurate and attentive to detail
- Excellent writing skills

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## Contacts

### Internal

- Daily or weekly contact with:
  - Technical Publications Manager
- Occasional contact with the following functions:
  - Product Managers
  - Engineering teams
  - Operations



- Manufacturing and Test
  - Product Marketing
  - TAG/Sales Support
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### **Additional Information**

- Must have a clean driving licence
  - This role will require occasional travel
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### **Performance Standards**

- Achieve mutually agreed objectives, standards and dates
  - Performance reviews will be conducted on an annual basis in addition to interim progress reviews
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To apply please forward your CV, covering note and salary details to [Lynne.Lewis@snellgroup.com](mailto:Lynne.Lewis@snellgroup.com)