

**Job Title:** Technical Author

**Issue: 6** Sep 2020

**Reporting To:** Engineering Projects Director

**Job Purpose:** Inca Digital Printers, part of the Screen Group, a leading global supplier of class leading industrial digital ink jet printers, has a vacancy for a Technical Author.

Based in our Cambridge development centre the successful applicant will be responsible for researching, preparing and creating technical documentation to established quality standards and processes. The role requires experience and skills relating to the creation of customer and engineer-centric content, working within a product development environment.

<b>Principal Responsibilities:</b>
To analyse, research and prepare content for customers including user manuals and addenda, so they can safely and effectively operate and maintain their Inca product.
To analyse, research and prepare content for engineering teams including commissioning and repair procedures to allow them to support the customer base.
To analyse, research and prepare content for the training team to support training requirements.
To use best endeavours to ensure that content meets Inca’s legal obligations and is written to best practice using established processes.
To work collaboratively with all teams to ensure that the necessary content is provided to plan.
To manage external translation projects where required.
To publish content into document libraries and inform readers of new releases.
To ensure departmental records are fully maintained and accurate.
To become familiar with, and adhere to company processes, policies and procedures.
<b>Knowledge and Experience:</b>
Degree level qualification or similar, preferably in an engineering or scientific discipline and good knowledge of English language and grammar.
5 years’ experience as a technical author preparing user manuals and technical procedures for software-controlled electromechanical equipment.
Thorough understanding of the document creation cycle and roles of other key departments.
Understanding of document layout and construction, with exemplary attention to detail.
Working knowledge of MadCap Flare, Adobe Framemaker, InDesign, Illustrator & Acrobat. Knowledge of Markup languages (HTML) & experience of single source publishing and document management systems required.
Competent in the use of MS Office. Knowledge of Adobe Premier Pro, SharePoint and BigTinCan an advantage as well as experience in preparing maintenance videos.
Knowledge of inkjet printing equipment and working in a ‘high tech’ environment an advantage.
Good understanding of electrical, pneumatic and electromechanical principles.

<b>Contact with Others:</b>
Engineering Projects Director.
Research and Development Engineering Teams including Test Engineers.
Customer Support & Training.
Products & Solutions.
Production Engineering.
<b>Personal Attributes:</b>
Passionate about creating effective, well-presented and accurate content.
Awareness of priorities and determination to deliver results on time.
Good communicator with an open personality able to engage with colleagues over multiple disciplines.
Highly creative with exemplary attention to detail.
Able to understand and retain substantial volumes of information.
Able to manage and work on multiple tasks concurrently.
Proactive approach to maximise productivity.
Able to think 'outside-the-box' to put forward new ideas and solutions.
Excellent personal organisation.
Able to analyse, interpret and explain complex issues in simple terms