

# TECHNICAL AUTHOR

2021

**Reports to:** Technical Manager • **Location:** Colchester Office

## Purpose of the Role

To create web optimised content that is technically accurate, commercially appealing, and easily understood by the target customer group. To work with the Procurement team to verify product compliance and support the creation of compliance documents. To improve the quality, consistency, and accuracy of new and existing online and offline content. To ensure that products have sufficient attributes and data in place to allow users to navigate and filter when searching our website.

## Supporting Structure

The Technical Author reports to the Technical Manager

## Specific Attributes

- To have wide ranging technical and product knowledge
- Ability to manage and manipulate data (Microsoft Excel)
- High standard of grammar and terminology
- Accuracy
- Strong verbal and numerical reasoning skills
- Ability to work under pressure, multi-task and prioritise tasks with strict deadlines
- Understand the needs of the business along with the flexibility to change according to requirements

## Key Accountability

The Technical Author works closely with Product Managers, Buyers, Technical Support and Marketing to create accurate standardised text for online and offline use. This content will be web optimised and be both commercially and technically accurate. The Technical Author will take responsibility for the quality and content of our products, modules, and datasheets. To ensure anything stated is backed up with documented evidence (compliance). To support and lead process improvements to ensure our NPI process is as efficient as possible.



## Responsibilities

1. To keep up to date with and understand technical developments affecting the products and applications documented.
2. To clarify end user requirements to ensure that the resulting documentation meets their needs and to gather and study the information needed by end users.
3. To anticipate user requirements and ensure complimentary products are linked.
4. To send and monitor all product information in line with departmental processes to pass through to other relevant departments ensuring tasks are completed and that deadlines are met.
5. To enhance document presentation in line with departmental and organisational strategy liaising with the catalogue production team as part of the process
6. To integrate the product application into the context of the user's work environment where appropriate.
7. To gather and maintain product attribute data and ensure that product and module data is optimized for both website and catalogue use.
8. To set up document standards, styles and formats, which reflect the image of the organization, and edit text to fit the standards, style and format agreed.
9. To write, design, edit and update data sheets.
10. Commissioning, co-ordinating or preparing illustrations.
11. Verification of product compliance.



## Rapid Core Values

### Great Attitude

- Bring energy to the team every day
- Motivate and inspire others with a positive outlook
- Build meaningful relationships with colleagues and contacts
- Address problems in a positive way
- Listen carefully, reflect and think broadly, with agility

### Be Successful

- Prioritise own workload and be pro-active in the pursuit of goals
- Accountable for own performance delivering business goals over personal gain
- Always set expectations and dependencies and deliver to them
- Diligent approach to the detail but not losing sight of the objectives
- Maintain a work/life balance and not be easily distracted

### In a Professional Way

- Always punctual with a professional approach
- Dependable due to reliability, flexibility and integrity
- Exceed both customer and colleagues expectations
- Proactively communicate internally to enhance the success of our common goals
- Take pride in sharing your, or Rapid's success externally

### With a 'Be Better' Mindset

- A high degree of learning ability, drive and ambition to succeed
- Confident and can articulate strengths and development areas
- Listen well to constructive feedback from line manager and give feedback with good intent
- Positive attitude towards shared goals and set challenging personal objectives
- Constantly look for innovative working practices and processes
- Belief in the ability for new technology to improve our environment and wellbeing

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