



Role Description

JOB ROLE: Junior Technical Author	REPORTS TO: Technical Author
LOCATION: Intercede – Lutterworth	DEPARTMENT: Development
Organisational Structure / Reporting Relationship: Reports to the Technical Author Works in collaboration with Technical Author, Design Authorities, Product Management and Software, Test and Release Engineers.	
JOB PURPOSE: The post holder is required to research, plan, and write end-user, administrator, and integrator documentation in HTML and PDF format. Carry out documentation peer review and editing. Work with developers, testers, and the technical author to produce accurate and complete documentation on a rigorous schedule. The post holder should be eligible to obtain UK security clearance if necessary.	
PRINCIPAL ACCOUNTABILITIES	Technical Author <ul style="list-style-type: none">• Ensure documentation for each release is up-to-date.• Update documentation to improve usability and clarity based on feedback.• Where not involved in the content (for example, mobile API docs), review customer-facing material produced by developers for spelling, grammar, and formatting.• Maintain procedures for producing documentation, including high-level (QMS) and low-level (Madcap Flare procedures guide).• Collaborate with design authorities in order to ensure that specialised topics are appropriately addressed.• Plan, develop, organize, write and edit product documentation.



KNOWLEDGE	<p>Educated to degree level.</p> <ul style="list-style-type: none">• Proficient in MS Office.• Ideally Madcap Flare.
TECHNICAL SKILLS & EXPERIENCE	<ul style="list-style-type: none">• Can determine the clearest and most logical way to present information and instructions for greatest reader comprehension.• Ability to explain concepts clearly.• Strong written and verbal communication skills.• Strong attention to detail.• Able to write in styles for multiple audiences.• Skilled at prioritization and multi-tasking.
COMPETENCIES	INDICATORS
Ability to work to deadlines	<ul style="list-style-type: none">• Delivers work of a high standard within given deadlines, aims for excellence• Provides regular progress updates to management and stakeholders• Ability to work on one or more complex documentation projects• Maintains a high focus on quality deliverables
Ability to work under pressure	<ul style="list-style-type: none">• Maintaining control when working with conflicting and multiple tasks• Communicating updates to keep stakeholders informed• Executing a well-organized plan avoiding distraction to achieve objectives• A high energy individual who is able to prioritise and thrive under pressure
Planning and controlling	<ul style="list-style-type: none">• Break requirements down into manageable epics and tasks and accurately estimate• Able to modify tasks and estimates based on changes to requirements• Applies expertise and best practice to software development• To evaluate development risk and potential outcomes, and determine the best course of action• Willing and able to share software development expertise with others on estimates based on prior experience and working knowledge
Leadership Skills	<ul style="list-style-type: none">• Carefully consider objectives and demonstrate the ability to delegate, inspire and communicate effectively to ensure they are achieved• Promotes a quality culture within both development team and wider organisation
Organisation Skills	<ul style="list-style-type: none">• The ability to use time, energy, resources, etc. in an effective way so that objectives are achieved in a timely manner

Technical, analytical and problem-solving skills	<ul style="list-style-type: none"> • Excellent analytical, diagnostic and good problem-solving skills • Ability to analyse requirements and directions, understand the intention and identify solutions and gaps in an effective and timely manner • Understands the technical domain • Strong analytical and problem-solving skills • Understands and performs root-cause analysis
Customer focused	<ul style="list-style-type: none"> • Treat both internal and external customers equally and with respect, be helpful and escalate where current commitments could be affected • The ability to see the clients' point of view and understand their requirements whilst able to guide to meet the needs of the business • Understands how the project meets the customers business needs • Understands Intercede's brand profile and maintains integrity • Understands Intercede's key values and USP and effectively communicates these appropriately internally and externally • Represents Intercede with passion with internal and external project teams
Flexibility & Creativity	<ul style="list-style-type: none"> • Able to work on new tasks, new teams, new projects; taking a positive approach to change • Promotes lateral thinking in others and can build on their ideas • Ability to prepare and communicate • Overcomes obstacles with creative approaches and can identify a way forward when confronted by people holding opposing views
Self-motivation & Personal Drive	<ul style="list-style-type: none"> • Able to seek out new challenges, tasks, learning and skills • Takes responsibility and pro-actively solves project problems • Identifies and builds rapport with key project decision makers • Naturally collaborates with stakeholders and key personnel alike • Uses own interpersonal skills to motivate and get the best out of others • Takes initiative and looks for continuous improvement • Thrives on stretch objectives both personally and in relation to the team • Takes responsibility for getting things done • Maintains personal level of control, when faced with challenging situations. Avoids emotive displays at all costs • Displays energy and is focused on achieving set objectives • Deals promptly with technical incidents and urgent project problems • A desire to consistently improve knowledge base and skills and actively participate in training and development opportunities
Team & Relationship Building	<ul style="list-style-type: none"> • Thrives on building strong working relationships and trust • Leads the team by example (where/if applicable) • Supportive when team members and other colleagues need help; approachable and positive • Takes advantage of individual team strengths and skills • Promotes an open and trusting team culture • Open and straightforward, action and words are consistent • Accepts responsibility for own mistakes • Can be relied upon to do as promised. Continues to show loyalty and dedication in achieving end objective • Works through areas of difficulty with people to smooth the path of change • Strong sense of urgency, attention to detail and drive focused on achieving objectives • Supports, motivates and inspires others to achieve objectives



Written & Verbal Communication	<ul style="list-style-type: none">• Is polite and cheerful when using the telephone/email and is courteous in all other means of communication channels• Listens to queries and instructions and is able to clearly communicate those to others so that messages are understood and interpreted• Presents information, clearly concisely and directly• Demonstrates a confident and knowledgeable style when communicating pertinent information• High attention to detail when executing external posts and online-commentary
Listening Skills	<ul style="list-style-type: none">• Asks questions to check out assumptions and tests understanding before committing to undertake new work• Summarises the main point or issues before commencing discussion• Listens to the needs and requests of others and provides necessary response
Organisational awareness	<ul style="list-style-type: none">• Understands the organisation structure within own department• Understands the key systems, places and procedure that enable own department and company to operate• Knows how to get things done through the informal organisation structure• Understands the long-term objectives and 'big picture' for the company and how the project helps meet these objectives