

Technical Author



# Technical Author

Competitive salary, profit share and generous benefits package on offer, within an employee-owned organisation.

Closing date: Monday 31st of October 2022

ABER is searching for an experienced technical writer to join our Employee-Owned team and support our commitment to customer satisfaction driven by our unwavering belief in clear and effective communication.

The ideal candidate will have proven experience in a highly technical field, such as electronic engineering, software engineering or a scientific discipline. The role requires the ability to evaluate and analyse complex information. The candidate will have a natural desire to help people understand technical instructions. The individual will be part of the Support Team and will also assist customers directly with specific technical queries. This role will be based on site in Aberystwyth.

## **Main Purpose**

To develop comprehensive documentation for new and existing ABER products through proactive collaboration with Front of House, R&D, and Process Engineering teams. The Technical Author will develop a deep understanding of ABER products to translate complex product information into professional user-friendly content. Responsibility for producing clear, concise, complete, documentation free from technical and grammatical errors, that complies with ABER's internal standards, National and International standards, whilst meeting the needs of the target audience, turning insights into language that sets our users up for success. Able to support customers with their ABER products via email, phone and video call. Reports to the Product Application Manager.

## **Duties to Include**

- Developing User Manuals, and Quick Start Guides for ABER's electronic instrumentation.
- Research, outline, write, and edit new and existing content, working closely across departments to understand project requirements.
- Independently gather information from subject matter experts to develop, organise, and write procedure manuals and technical specifications.
- Work with development and support leads to identify all documentation repositories, revise and edit, and determine the best solution for data compilation and centralised storage.
- Research, create, and maintain information architecture templates that uphold organisational and legal standards, and allow for easy data migration.
- Evaluate current content and develop innovative approaches for improvement.
- Develop content in alternative media forms for maximum usability, with a consistent and cohesive voice across all documentation.

- Support the marketing team to develop technical content to support promotions.
- Develop an understanding of product range, to effectively support our customers as part of the Customer Support team.

**Knowledge, skills and experience required:**

- Degree in a relevant scientific or technical field.
- Industry experience as an effective technical writer is preferred.
- Previous experience writing and publishing technical Journal articles, procedural material, website help and FAQs for multiple audiences.
- The ability to read and understand complex Engineering Drawings and Specifications.
- Experience working with scientific documents to improve the user experience: design, UI, and help refine content and create visuals and diagrams for technical support content
- Superior written and verbal communication skills, with the ability to proofread
- Proven ability to handle multiple projects simultaneously, with an eye for prioritisation
- Firm understanding of the systems development life cycle (SDLC)
- Professional certification in technical communication - desirable.
- Experience using XML tools to create documentation - desirable.
- Experience in CCMS platforms - desirable.

To apply please send your CV and covering letter detailing your skills and experience to [hr@aberinstruments.com](mailto:hr@aberinstruments.com) by Monday 31st of October.

To apply please send a CV and Cover Letter by email to: [hr@aberinstruments.com](mailto:hr@aberinstruments.com)

# Aber employee benefits at a glance

As part of Aber's commitment to making the company a great place to work and to reward our employees for their contribution and hard work, we offer the following benefits.

1000 gifted shares on completion of probation period



ABER profit share



Flexible working



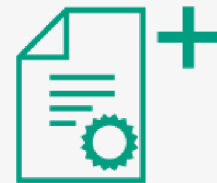
Peace of mind if you die in service (4x salary for your family)



Income protection scheme (75% of salary)



Opportunity to buy further ABER shares



20 days increasing to 26 days (UK based) holiday plus bank holidays with additional shutdown between Christmas and New Year



Opportunity to influence how the company grows and operates through an employee council.



ABER contributes 8% towards your pension scheme, while you contribute just 3%



Cycle to Work scheme

