Job Description for Technical Author

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| JOB DESCRIPTION |
| **Job Titles:** | Technical Author | **Department:** | Customer Services |
| **Reports To:** | Documentation Manager | **Direct Reports:** | None |
| **Location:** | Tamworth |
| **Company:** | Jaama is a fleet, leasing and hire management software and driver risk services company. As a certified Microsoft GOLD® development partner, Jaama uses the latest technology to provide customers with greater integration, control and automation. It brings innovative fleet management software and driver licence checking software to fleet operators, contract hire and leasing companies. Jaama is the first to combine fleet software and risk management services to help customers meet their driver health and safety responsibilities under occupational road safety regulations. |
| **Role Profiles:** | Within the Customer Services, the Documentation Manager works with a Technical Author in the production of the software documentation. Although both roles sit within the Customer Services team, you will work closely with all departments, most specifically the Development team to further enhance the customer experience by providing the required product documentation to enhance an already market-leading innovative product further. |

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| Key Responsibilities |
| * Writing documentation that provides in-depth information about product features, while using language appropriate for different audiences.
* Adhering to Team Authoring Guide and checking the consistency of terminology used in software and documentation.
* Creation of hardcopy and online documentation in PDF and HTML5 formats.
* Development of video tutorials, including script writing, recording audio, and screen-capturing.
* Liaising with software developers, business analysts, and product managers while documenting software products, to produce technically accurate and engaging documentation.
* Responding to review feedback and updating the documentation accordingly.
* Monitoring and logging time spent on projects promptly and accurately.
* Attending project, team and one-to-one meetings.
* Raising issues about usability and software issues to project leaders and managers.
* Training of team members and providing advice in the absence of the Documentation Manager.
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| Skills & Experience |
| **Essential*** Excellent writing skills, with the ability to translate technical language into documentation that is helpful for software users.
* Meticulous attention to detail.
* At least two years’ experience in software documentation.
* Educated to degree level.
* Substantial experience with Madcap Flare or similar authoring tools.
* Experience of CSS and HTML.
* Experience of the software development lifecycle and documentation’s part within it
* Ability to understand Jaama’s technology and product suite.

**Desirable*** Experience ingraphic design.
* Knowledge of Content Management systems.
* Involvement with video production.
* Proof reading skills.
* Worked in the fleet/leasing industry.
* Familiarity with fleet, leasing, rental software.
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| Personal Attributes |
| * Excellent verbal and written communication skills.
* Attention to detail.
* Excellent problem-solving ability.
* Quick learner.
* A logical thinker.
* Able to use own initiative.
* Ability to work under pressure and to prioritise, and meet deadlines.
* Able to work alone and with other people.
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