Position Description – Technical Communicator – SaaS Software

DIVISION & TEAM	Product & Technology	REPORTS TO (or any other position as determined and advised by JSCL) (Position title)	Head of Product

REF	CB STC 2009		

FUNCTIONAL RELATIONSHIPS	*INTERNAL* • *DEVELOPMENT TEAM* • *PRODUCT TEAM* • *MARKETING TEAM* • *BUSINESS SUPPORT & CUSTOMER SUCCESS* • *SALES TEAM*	*EXTERNAL* • *CUSTOMERS* • *REPRESENTATIVES OF 3ʳᴰ PARTY TOOLS AND TECHNOLOGY THAT WE USE TO PRODUCE DOCUMENTATION*	
DOES THIS ROLE HAVE DELEGATED AUTHORITY?	NO	IF YES, DELEGATED AUTHORITY AMOUNT	$

1. ROLE PURPOSE

- The core purpose of the Technical Communicator's role is writing and revising information about company products using software tools and system components, typically including such items as user guides, help systems, online tutorials, installation guides, and reference guides presented in any medium.
- Design or influence the design of the overall customer experience with regards to documentation, help, communications, and support to make customers successful with our products.
- Advise, recommend, and participate in selection of tools and processes that improve customer experience and create internal efficiencies.
- Enable internal staff to communicate clearly and gain knowledge about our company and its products in order to be more successful in their roles.

2. KEY ACCOUNTABILITIES & EXPECTATIONS

- Collaborate with product and domain specialists to produce useful product documentation and content to help customers use products successfully.
- Create consistent, valuable documentation and resources as products change over time, feedback is received, and to align to product updates and new releases
- Overall document management and information design to ensure all documentation and resources are up to date, complete, consistent.
- Guide the product experience as it relates to language and text used in the products such as in-line help
- Identify opportunities for improvement in process, tools, and communications that will improve internal and external customer experience and efficiency, and collaborate across the business to implement those improvements
- Review and edit content for a wide variety of purposes to ensure technical accuracy, accessibility, and clarity in multiple mediums
- Stay up to date with current trends in technical documentation and make recommendations for modernizing or improving our approach
- Ensuring that any contractual requirements for support or documentation are met.
- Working on tasks of varying scope and technical complexity
- Produce training and marketing content as required by the business, including in various mediums such as video and digital content
- Advocate for the value and position of technical content in the business and contribute to team planning and strategy

Jade Values and Culture

- You know our values, what they mean to us and behave in line with them
- Feedback regarding your behaviour in line with the values from your stakeholders is positive and you seek feedback on areas where you might feel challenged
- You keep up to date with our vision and purpose, strategies and priorities. You ask questions if you don't understand and challenge when you have different ideas
- You behave in line with our policies, procedures and legislative obligations

Personal Development

- You have an established training and development plan, in consultation with your People Leader and you commit to delivering against it each year
- You engage in regular development conversations with your People Leader and actively work on areas of your development.

Safety & Wellness

- You actively participate in and support safety and wellness initiatives
- You understand and comply with our safety and wellness policies and procedures including emergency procedures
- Report all accidents and incidents, including discomfort and near misses promptly
- You keep your work area tidy and clear of clutter and hazards

Other duties as may be reasonably required from time to time.

3. PERSON SPECIFICATION

	ESSENTIAL	PREFERRED/DESIRABLE
Education/Training	• Tertiary qualification in a field related to communications, writing, English literature, or equivalent experience in creating technical communications	• Up-to-date training on strategies and approaches to technical communication such as plain language and digital communication tools and techniques
Experience/Knowledge/Skills	• Exceptional command of English language • Working knowledge of common document creation and publishing platforms such as Flair, Zendesk, etc. • 3+ years as a technical writer or communications specialist for a technical product, preferable B2B software product	• Previous experience creating technical documentation for a B2B software product • Has implemented or participated in improving process and technology to achieve better outcomes in the realm of technical documentation and self-service support