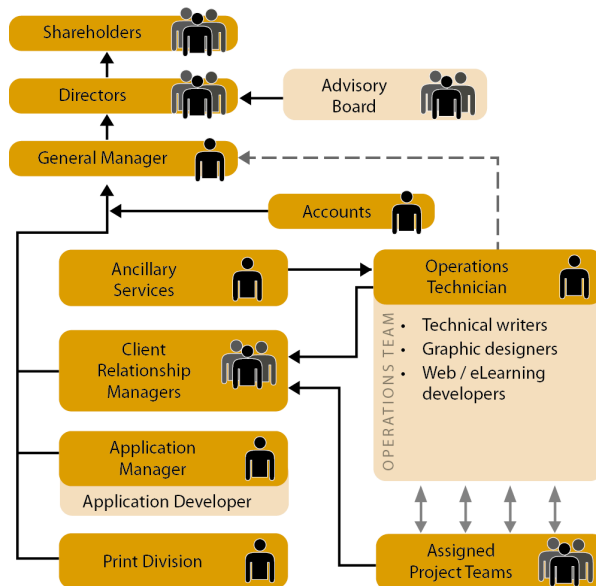


Technical Writer POSITION DESCRIPTION

1. POSITION IDENTIFICATION

Title	Technical Writer
Functional Area	Resources Development
Reports to	Operations Technician
Salary	\$50,000 to \$65,000 + 9% Superannuation
Employment Status	Full Time



2. POSITION OBJECTIVE

The technical writer is to follow Pertrain policy and procedures to develop instruction, assessment and general information resources that comply with the scope of work and instructions provided by the Client Relationship Manager.

3. POSITION REQUIREMENTS

The requirements for the position of a Technical Writer are described in the following table.

AREA	TRAITS
Travel	<ul style="list-style-type: none"> Be willing and able to travel within Australia to perform research tasks.

AREA	TRAITS
Communication	<p>Has well developed communication skills to provide all communications logically, concisely and coherently. Has well developed:</p> <ul style="list-style-type: none"> • <i>oral communication skills</i> – ability to explain and present ideas to Pertrain personnel • <i>written communication skills</i> – write in accordance with Pertrains REAL directives for a variety of audiences and purposes; write clearly structured documents that present an account of what has happened in a practical session (e.g. meeting minutes, documenting a scope of work); present information accurately with attention to detail and readability • <i>non-verbal communication skills</i> – use body language and gestures to promote constructive and encouraging conversations with Pertrain Personnel (for example, using changes in voice tone and volume to convey emotion and feeling, or controlling posture and nervous gestures to present confidence) • <i>comprehension skills</i> – considers both the message content and source to gain an appreciation of information credibility; reads or views information to gain a complete understanding of the communicated message • <i>effective listening skills</i> – actively listens to gain a complete understanding of the communicated message; asks clarifying questions to ensure collective understanding of discussions particularly pertaining to project scope and technical content.
Team work	<ul style="list-style-type: none"> • Helps to maintain an amicable workplace by working cooperatively and harmoniously with others. • Accepts responsibility and accountability for own work. • Takes reasonable steps to ensure own health and safety and that of others.
Interpersonal skills	<ul style="list-style-type: none"> • Has a strong sense of work and personal ethics. • Uses judgement and discretion when dealing with confidential information. • Applies tact when handling difficult or sensitive situations. • Appreciates and acknowledges team member’s contributions. • Listens with an open mind and respects the message sender’s opinion and position.
Work management	<ul style="list-style-type: none"> • Plans own work to ensure that work is performed in order of given priority. • Monitors progress of work at reasonable intervals to ensure work will be completed on time. • Evaluates own performance and identifies areas for improvement. • Adheres to PT work methodologies and standards during the work. • Reports on status of work to Client Relationship Manager, Operations Technician and other team members. • Checks work before handing it over.
Technical skills	<ul style="list-style-type: none"> • Applies Pertrain project workflow procedure. • Proficiently uses the intranet (e.g. job search, time sheets, open and closed jobs, technical writer library). • Proficiently uses the intranet (e.g. subject matter research). • Applies the Pertrain style guide when developing resources. • Can select appropriate images, graphs and other methods to present data simply and concisely. • Demonstrates skill in applying techniques to improve writing or presentation including proofreading for spelling, grammar and style. • Uses Microsoft Word efficiently and effectively (e.g. uses short cut keys) to produce draft texts and communications with stakeholders • Uses business technology appropriately such as computers, telephone system and photocopiers, scanners.

AREA	TRAITS
<p>Planning and organising</p>	<ul style="list-style-type: none"> • Develops a work plan that aligns with allocated priorities. • Regularly reviews own work plan. • Is resourceful when capturing and editing technical documentation and information from a variety of sources to include in the work. • Identifies missing or misleading information in source documents. • Organises source information to select relevant concepts, text and graphics. • Change priorities as the need arises.
<p>Learning</p>	<ul style="list-style-type: none"> • Is committed to and manages own ongoing professional and personal development.
<p>Initiative and enterprise</p>	<ul style="list-style-type: none"> • Complies with and help to enforce Pertrain’s policies and procedures • Suggests areas for improvement in internal processes along with possible solutions. • Understands that their opinions and ideas are valuable and should be expressed.

4. SPECIFICATIONS FOR QUALIFICATIONS, KNOWLEDGE AND EXPERIENCE

Essential Knowledge, Skills and Experience

Technical writers must have:

- demonstrated ability to interpret and convert complex information and concepts into plain English that is clear, concise and easy to understand
- demonstrated ability to appreciate the target audiences' LLN and depth of knowledge requirements and communicate messages at the appropriate level as described in the AQTF
- great attention when checking detail ensuring technical accuracy and currency of information in work
- a thorough understanding and use of correct grammar
- demonstrated ability to interpret clarify and simplify complex information
- good communication skills
- analytical and problem-solving skills
- the ability to work effectively and efficiently as both part of a team or autonomously
- initiative and confidence to seek further clarification on any aspect of an assigned task that is not clear or understood
- a willingness to learn new skills and tools
- skill in the use of MS office, particularly Word
- reasonable keyboard skills
- tact and a sense of humour
- strong sense of responsibility and willingness to accept accountability for own work
- Bachelors Degree or a minimum Certificate IV qualification supported by a trade certificate.

Desirable Knowledge, Skills and Experience

- Previous experience writing procedures and or developing training resources.
- Experience with and knowledge of subject matter for example; VET, mining, civil construction, power generation.

5. TECHNICAL WRITER PROGRESSION PATHWAY

One month after commencement	Be familiar with Pertrain’s systems, processes and procedures. Under supervision, develop PowerPoint presentations in accordance with Pertrain style guides. Mentor will check all work.
Three months	Produce documentation under supervision using tools and information provided. Mentor will check all work.
Six months	Produce documentation with minimal supervision using information provided and external sources where required. Mentor will periodically check work.
Eight Months	Completion of Job Supervisor Qualification and starting to present internal training workshop to Pertrain Personnel.
Twelve months	Produce documentation without supervision using information provided and apply appropriate research methods to acquire information that is unavailable. Diversify into other Pertrain products and services including Virtual Toolbox Talks, script writing, and procedure writing.
Eighteen months	Produce documentation and write job outlines for training resources to ensure resource content is in accordance with the Pertrain REAL directives and units of competence when applicable. Act as a mentor for new technical writers.
Two Years	Design training resources and assist with the development of technical writing procedures. Design assessment and delivery methodology and align reference material and assessment. Job shadow Client Relationship Managers.

6. ORGANISATIONAL RELATIONSHIPS/AUTHORITY

ORGANISATIONAL RELATIONSHIPS: The technical writer reports to the Operational Technician. Technical writers are supported by other writers, graphic artists and desktop publishers.

7. OCCUPATIONAL HEALTH AND SAFETY

Pertrain employees are responsible and accountable for:

- compliance with workplace policies and procedures for risk identification, risk assessment and risk control
- participating in activities associated with the management of workplace health and safety
- identifying and reporting health and safety risks, accidents, incidents, injuries and property damage at the workplace
- correct use of appropriate personal protective equipment.

8. GENERAL RESPONSIBILITIES

The Technical Writer may be directed to:

- perform a range of duties that are within the limits of his/her skills, competence and training to support the overall function and outcomes of the business
- develop documentation and training material in accordance with Pertrain’s policies, procedures and **REAL** directives
- develop assessment tools and training resources in accordance with Pertrain style guides or as directed by the Client Relationship Manager or Operations Technician
- liaise with and source information from external parties
- travel to site to gather, research and collate technical information to use in the development of resources
- map training resources and assessments to units of competency and/or agreed project deliverables.

9. ACKNOWLEDGEMENT

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Employee:	Direct Manager:
Signature:	Signature:
Prepared by:	Date Issued to Employee: