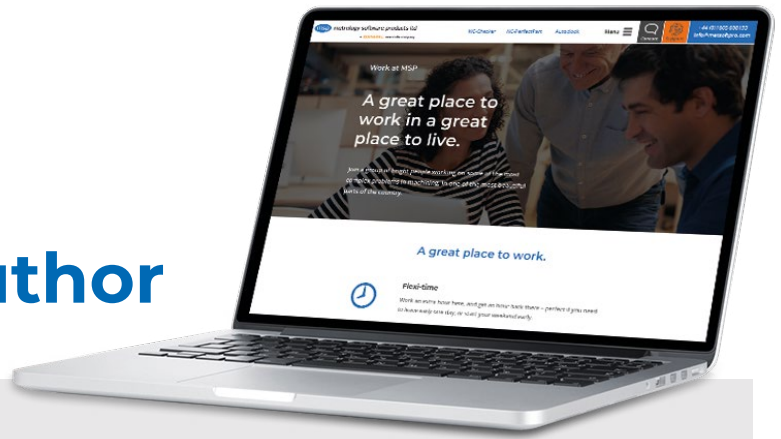Career opportunity

Technical Documentation Author

About the role

- Office-based (Alnwick) or hybrid.

- Full time, permanent contract.

- We offer a salary to match your experience, with annual pay reviews.

Benefits

- Flexitime

- Annual discretionary bonus

- Group life insurance

- Free parking

About MSP

We're the people whose software gets F1 teams to the front of the grid and fighter jets into the air – thanks to parts being manufactured perfectly, every time.

From our base in rural Alnwick, in partnership with our associate global company Renishaw PLC, we're creating the next generation of precision-measurement technology for some of the biggest, global names in manufacturing.

This is an exciting opportunity for someone to support us in the future growth of our business by ensuring that customers have access to the technical content resources they need to maximise their use and value of our products.

About you

Do you have a knack for writing technical documentation for software products? Would you relish the challenge of helping our customers get the most out of our products?

Do you enjoy working collaboratively with different departments in a fast-paced environment? Would you thrive working on multiple projects simultaneously to translate technical information into easily understandable content for both internal and external audiences?

If this sounds like you, please read on.

+44 (0)1665 478194

careers@mspltd.com

www.mspltd.com

a **RENISHAW** associate company

Technical Documentation Author

Job role and responsibilities

As a Technical Documentation Author, you will be responsible for creating comprehensive software manuals and standard operating procedures (SOPs) for MSP's PerfectPart customers to ensure clarity, consistency, and user-friendliness in our software products and on our website to make sure they get the most value from what they have purchased.

You will work closely with software developers, marketing, product managers, and quality assurance teams to understand the full scope of our software solutions and translate technical information into easily understandable documentation for both internal and external audiences.

As part of your role, you will be expected to:

- Develop and maintain software manuals, user guides, installation guides, and release notes for our software products.

- Create detailed standard operating procedures (SOPs) for using our software efficiently and effectively.

- Standardise technical content across platforms including the website and media.

- Collaborate with cross-functional teams to gather information and ensure the accuracy, consistency, and completeness of all user documentation.

- Organise and structure technical content in a clear and logical manner, catering to various audiences including machine operators, quality teams and production managers.

- Translate complex technical concepts into easy-to-understand documentation, using diagrams, screenshots, and other visual aids where necessary.

- Keep documentation up to date with the latest software releases, enhancements, and changes.

- Conduct reviews and quality checks on documentation to ensure it adheres to company standards and industry best practices.

- Provide support and guidance to internal teams regarding documentation standards and procedures.

- Stay updated on industry trends and best practices in technical writing and documentation.

msp

a **RENISHAW** associate company

Technical Documentation Author

Essential skills and experience

- Proven experience in technical writing of documentation for software products.

- Strong understanding of software development methodologies and concepts.

- Proficiency in tools such as Microsoft Word, Google Docs, Adobe Creative applications, and documentation management systems.

- Excellent written and verbal communication skills, with meticulous attention to detail.

- Ability to work collaboratively in a fast-paced environment and manage multiple projects simultaneously.

- Ability to deliver on tight deadlines.

- A keen eye for design and presentation of technical documentation.

Desirable skills and experience

- Knowledge of engineering, manufacturing and technical writing, or a related field.

- Familiarity with version control systems (ie, Git).

- Degree in Technical Communications, Journalism or similar.

Benefits

- Annual salary reviews.

- Profit-related bonus scheme (not guaranteed).

- Flexi scheme.

- Hybrid working (max 2 days a week home working).

- Employer contribution workplace pension.

- Death in Service (Group Life Insurance).

- Regular social activities (some company-funded).

- Company-funded refreshments.

- Ample free parking.

We believe in the potential of everyone and welcome all applicants regardless of race, religion or belief, ethnic origin, ancestry, family structure, socio-economics, age, nationality or citizenship, marital, domestic or civil partnership status, disability, sexual orientation, or gender identity.