

Department: Design, Technical Publications and Service Tools

Job role overview:

The Senior Technical Author produces documentation including owner's handbooks, repair and maintenance instructions, setup guides, recalls and service bulletins. Documentation is published to print and online platforms.

The Technical Author role involves researching and developing disassembly and assembly methods, working on prototype and pre-production motorcycles to create the workshop procedures used by our global dealer network and customers.

You will be working closely with our Design teams to create user instructions describing the latest technology used in our motorcycles.

The ideal candidate will have previous repair and maintenance experience gained working in an automotive, aviation, rail or similar engineering environment.

Technical authoring experience is preferred, but full training will be given to the right candidate. Previous experience of working with component management systems (CCMS) would be an advantage.

To succeed in this role, you will be highly organised with a keen eye for detail and the ability to produce high quality work and prioritise your workload effectively. You will have strong communication skills and the ability to work as part of a high-performance team.

Report to: Technical Publications Team Leader

Location: Triumph Motorcycles Limited, Normandy Way, Hinckley, Leicestershire, LE10 3BZ

Duties and Responsibilities:

- The production and maintenance of owner's handbooks, service manuals and other technical documentation as required, including the identification and development of new document types to meet changing customer demands.
- When producing technical documentation, the following aspects should be considered:
 - Development of safe, efficient and practical repair and maintenance methods
 - Identification of safety requirements and warnings
 - Consistency of writing style and terminology
 - Correct use of spellings, grammar and punctuation
 - Accuracy of information and data entry
 - Maximising re-use of existing text and translations to reduce translation costs
 - Commissioning technical illustrations to support written text, while maximising re-use of existing illustrations
 - Publication/printing method
 - The identification, design and testing of service tools while taking into consideration existing Triumph and commercially available tools.
- To liaise with other Triumph Departments and external suppliers.
- To assist in creating & updating department procedures if required.
- To complete all the above responsibilities to agreed timescales and with minimal supervision.

As a Senior technical Author you will also carry out special projects, assist the Team Leader and Lead authors with project planning, training and support of team members, providing technical assistance, and

	Essential	Desirable
Qualifications and Attainments	Maths and English GCSE grade C or above.	NVQ/City and Guilds, HNC, HND or higher in an appropriate automotive, engineering or similar technical field.
Professional Experience and Skills	<p>This is a technical role; we are looking for candidates with a hands-on background in automotive or similar industries.</p> <p>Computer literate - must be proficient in Microsoft Packages including Excel, Word and Outlook.</p> <p>Able to analyse and simplify complex problems and explain complex technical solutions to non-technical customers.</p>	<p>Previous experience of working within an automotive /manufacturing environment.</p> <p>Previous experience of Component Content Manage Systems (CCMS) would be an advantage, but full training will be given.</p> <p>Previous experience as a technical author in an automotive or similar discipline is highly desirable.</p>
Personality and Motivation	Self-motivated and resilient. Flexible and adaptable. Able to take instruction and work under pressure. Excellent communication skills, clear and concise written and verbal skills.	
Appearance and Characteristics	Well presented.	