

Job Title	Technical Author
Department	IT
Reports to	Lead Cloud Infrastructure Architect
Grade	Grade 5
Purpose & Overview	<p>Wales & West Utilities (WWU) is seeking a highly skilled and self-motivated Technical Author within the expanding Technical Operations team. This role will create and maintain operational and maintenance process' documentation, technical documentation across our environments (Azure, datacentres and end user computing), and establish content style and usage guidelines. You will collaborate with technical teams, subject matter experts, and key stakeholders to produce documentation that supports the operational efficiency and user understanding of our IT solutions.</p> <p>As part of a newly expanding operations team, this position provides an opportunity to play a key role in ensuring the smooth operation of IT services in a business that provides Critical National Infrastructure (CNI) (NB: This role will be involved with both the Business and CNI environments at WWU). If you are enthusiastic about being able to communicate complex ideas in a simple and elegant way, helping to communicate complex IT challenges and wanting to learn something new every day, this role is an ideal fit.</p>
Key Accountabilities	<p>Documentation Development: Establish and follow content style and usage guidelines. Produce comprehensive and high-quality documentation, including processes, system guides, and technical specifications, across a range of systems/platforms, ensuring that all content is accurate, clear, and accessible to the target audience.</p> <p>Documentation Improvement: Improve documentation through feedback analysis (internal and from support partners), support tickets and interviews.</p> <p>Collaboration with Stakeholders: Be comfortable working independently to gather detailed information from technical teams, subject matter experts, and business stakeholders, ensuring technical content is accurate and aligns with the needs of the target audience.</p> <p>Version Control & Documentation Management: Implement and manage version control processes for documentation to ensure that it remains current, relevant, and aligned with software updates and system changes.</p> <p>Continuous Improvement of Documentation Practices: Identify and implement process improvements to increase the quality, efficiency, and accessibility of technical documentation, contributing to ongoing enhancements in documentation standards.</p> <p>Review and Quality Assurance: Review, edit, and proofread documentation for consistency, clarity, and compliance with style guidelines, ensuring that all content meets established quality standards.</p> <p>Agile: Comfortable with swifty changing environments</p>

Technical Know-How & Skills	<p>Technical Writing Expertise: Proven experience in technical writing, with the ability to translate complex technical concepts (across SaaS, client-server, on-premises, cloud-based platforms and local software) into clear, concise, and user-friendly documentation.</p> <p>Documentation Tools: Experience with documentation tools such as Confluence, Markdown, or similar platforms, ensuring that content is well-organised and accessible.</p> <p>Version Control Proficiency: Knowledge and experience with version control systems (e.g., Git, GitHub, Azure DevOps) to manage updates, track changes, and ensure documentation remains current.</p> <p>Collaborative Working: Exceptional collaboration skills, with the ability to work effectively with cross-functional teams, subject matter experts, and other stakeholders to gather input and ensure documentation accuracy.</p> <p>Self-Starter: You will be a self-starter who can take the initiative with minimal supervision, and where there are areas for improvements you will be able to identify them and collaborate on a solution to fix them.</p>
Qualifications Required	<p>Degree in Information Technology, Computer Science, or a related field.</p> <p>In-depth experience as a Technical Author or in a similar role, producing technical and user focused documentation for IT systems and services.</p> <p>Proficiency with collaboration, versioning and documentation tools, including Microsoft 365, SharePoint Online, Git, GitHub, Azure DevOps and Confluence.</p>
Job Dimensions	<p>The successful candidate will report directly to the Lead Cloud Infrastructure Architect and will collaborate closely with stakeholders across the business, including senior managers, technical staff, and field personnel. The role requires flexibility to interact with diverse levels of staff from field workers to senior leadership and should be comfortable with both hands-on work and delivering presentations or technical insights to senior management.</p>
Main Interfaces	<p>Lead Cloud/Infrastructure Architect, Head of Service, Cyber Security Team, WWU Service Teams (both internal and external), Strategy & Architecture Team, Projects Managers, WWU Senior Managers, End Users, Partners, Colleagues and Suppliers.</p>