

Opportunity for Experienced Documentation Coordinator: To Lead a Team of Technical Writers/Instructional Designers Supporting a Leading Multinational

The Company

Technically Write IT Ltd. is a Cork-based company that delivers outsourced business-to-business technical writing, editing, and documentation solutions. We work primarily with clients who are involved in software and hi-tech product development on deliverables such as technical guides, user manuals, online help, e-learning, and training material.

The Position

We are looking for an experienced documentation coordinator to lead one of our technical writing/instructional design teams, initially on a full-time fixed-term contract basis. This team of 10 supports a leading multinational to develop a wide range of innovative courseware for its software products. The multinational uses this courseware to train its employees, partners, and customers. The successful candidate will be part of a global organization with an open and communicative atmosphere. Training will be provided for tools, processes, and all relevant areas as required. Extensive coaching will also be provided by a more experienced colleague who is fulfilling this role for another team in 10 in parallel, having worked with this client for some time already.

Responsibilities

The responsibilities associated with this position are varied and include:

- Enabling a team of 10 technical writers/instructional designers to get started on courseware content production
- Reviewing the quality of their work, monitoring progress, supporting them with issues to ensure on-time delivery, and developing strong relationships with them
- Working with our client and the Technically Write IT management team to drive the development and optimisation of processes to bring about efficiencies
- Supporting day-to-day operations by acting as an intermediary between the client and the writers, keeping the lines of communication open, and carrying out capacity planning and load balancing
- Actively participating in the design, planning, and production of courseware that is:
 - Profiled and delivered in multiple formats to accommodate instructor-led training, virtual training, e-learning, and mobile learning
 - Task-based and minimalist, following DITA standards
 - Developed using a range of cutting-edge tools and technologies
 - Based on input and sign-off from subject matter experts (SMEs) to ensure completeness and accuracy
 - Comprised of multiple formats, including text, graphics, interactive simulations (demos and exercises), audio, and animation
 - High quality and focused on clearly defined learning objectives and information needs of the audience

Requirements

- A third-level qualification in technical writing, instructional design, English, IT, project management, or a related discipline
- At least 3 years' practical experience of working in a technical writing/instructional design environment, preferably in the IT industry
- At least 2 years' experience in a documentation coordinator/team lead role
- SAP experience or general ERP/business process knowledge would be a distinct advantage
- Sound knowledge of instructional design theory and authoring systems (ideally to include structured XML/DITA)
- Excellent planning, organisational, and time management skills
- English as their native language, with excellent oral and written communication skills



- A strong focus on quality and the ability to pay attention to detail
- An aptitude for, and an interest in, learning to work with new technologies
- The ability to explain complex concepts in a clear, concise, and understandable manner
- A sense of responsibility and proven ability to work to tight deadlines
- A positive attitude and a willingness to be flexible in order to meet business needs

Applicants should send a copy of their CV and some samples of their writing to info@technicallywriteit.com. Those applicants we wish to assess further will be asked to take a written test, after which we will create a shortlist of candidates to interview.

Starting Date: 22 April