

## Opportunity for Experienced Documentation Project Manager

### The Company

Technically Write IT 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. Technically Write IT also helps clients from diverse industries with their written communications, for example, business reports, website content, and templates for their written deliverables. Our mission is to ensure that our clients' products and services are accompanied by excellent written communications that can easily be understood by their target audience.

### The Position

We are looking for an experienced documentation project manager to join our team on a full-time basis. The successful candidate will report directly to the company CEO, becoming part of an organisation with a dynamic and communicative atmosphere. They will take responsibility for managing documentation teams on projects of varying size and duration, comprised of suitable writers qualified by Technically Write IT. They will focus on ensuring high-quality and timely handovers of all project deliverables. They will also manage the relationship with each client and work to foster long-term partnerships.

### Responsibilities

The responsibilities associated with this position are varied and include:

- Supporting the recruitment process to expand the Technically Write IT freelance pool, as well as any permanent positions, as required
- Reviewing the quality of writers' work, monitoring progress, supporting them with issues to ensure on-time delivery, and developing strong relationships with them
- Supporting day-to-day operations by acting as an intermediary between clients and writers, keeping the lines of communication open, and carrying out scheduling, capacity planning, and load balancing for documentation projects
- Supporting sales activities, for example, by researching potential clients and helping to scope and price projects
- Creating documentation both for Technically Write IT (such as style guides and tender documents) and its clients
- Working with the Technically Write IT management team to support the development and optimisation of internal processes, bringing about efficiencies and facilitating business expansion
- Working with the finance team, for example, to determine sales targets and project budgets, monitor projected results against actuals, and review the company's revenue model as required

### 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
- Excellent planning, organisational, and time management skills
- Excellent personnel management skills
- English as a native language, with excellent oral and written communication skills
- A strong focus on quality and the ability to pay attention to detail; editing experience would be a distinct advantage
- An aptitude for, and an interest in, learning to work with new technologies
- 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](mailto: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.