JOB TITLE

Technical Author - ITSO Specification

REPORTS TO

Technology Manager

DIRECT REPORTS

None

JOB PURPOSE

Focus on specialist content and technical author software documentation, and write for technologists such as developers, technical architects, and technology leaders.

Work with member organisations to discover and understand customer needs and translate them into requirements, which can be applied to the Specification as part of its product development.

Liaise with product suppliers in support of technical publication technologies whilst maintaining personal and technical reports, records etc. of all technical publication activities to a high standard.

Ability to work well with internal teams, including developers, technical analysts, engineers, architects, quality assurance and operations. Ensure requirements are fully understood and that implementation plans match expectations and that support the ITSO vision: "Making mobility seamless".

You will champion the use of ITSO to best deliver future mobility innovation opportunities which look to the future, while supporting existing implementations.

RESPONSIBILITIES

TECHNICAL AUTHOR RESPONSIBILITIES
- Ability to read and understand specifications and manufacturer data sheets
- Write technical documentation for inclusion into the ITSO Specification
- Ensure technical documentation is produced to required quality, timeframes and standards
- Work with members to capture and refine business need, and translate into requirements to constantly improve our products and services
- Help drive the evolution of the ITSO Specification as a member of the Technical Committee, ensuring that functional changes are fully aligned with member requirements and needs
- Independently gather information from subject matter experts to develop, organise, and write procedure manuals, technical specifications, and process documentation
- Apply knowledge of industry and operator requirements, trends and developments to improve the products and services offered, and provide an environment that fosters technical innovation in order to develop and grow the business
- Maintain collateral including functional, technical, standard operating procedures and project documentation

- Mentor and/or coach on areas of expertise sharing your knowledge for the development of others
- Proactively identify, manage and solve problems
- Support the technical verification and validation of technical documentation
- Ensure quality control of documentation in accordance with applicable technical authoring specifications and standards
- Maintain records and files of all versions and revisions in conjunction with document control

ENTRY REQUIREMENTS

- Experience in technical authoring is essential.

SKILLS, KNOWLEDGE AND EXPERIENCE – ESSENTIAL

- A proven history of delivering great technical documentation
- Experience of working within Public Transport/Ticketing or Retail Sector(s)
- Excellent communication skills, verbal and written
- Excellent team working, organisational skills and attention to detail
- Able to prioritise workload and act on own initiative
- An ability to work to tight deadlines
- Able to work as part of a team
- Flexible and proactive approach
- Ability to retain a positive and professional attitude under pressure

SKILLS, KNOWLEDGE AND EXPERIENCE – DESIRABLE

- Experience with Author-e collaborative authoring environment software
- Experience of implementing technical authoring software
- Experience of the ITSO Specification and its implementation
- Experience using Agile or Enterprise Agile project management methodologies
- Willingness to broaden experience and develop new skills through self-development

LIAISON/CONTACTS

ITSO membership; 3rd party suppliers; suppliers to the industry