

JOB DESCRIPTION

Job Title:	Technical Author
Department:	R&D
Location:	Theale, Reading
Reporting to:	Team Leader, Documentation Team
Date:	April 2018

About Clearswift

As part of the RUAG Group, Clearswift is a leading Cyber Security vendor with headquarters in the UK, and offices in Germany, USA, Australia, and Japan.

All Clearswift solutions, including Email Gateways, the Web Gateway, and the Information Governance Server, are part of a complex DLP strategy on the highest security level. Using Clearswift products, companies manage and protect their sensitive information with 100% visibility.

About RUAG

RUAG has outstanding technological capabilities on land, in the air, and in space. Approximately 8,700 committed and skilled staff, based at production locations in Switzerland, Germany, Sweden, Finland, France, Austria, Hungary, Australia, and the USA, are driving forward the technologies of tomorrow.

More information is available on the [Clearswift website](#).

Clearswift Values

Show *passion* in what we do, drive for *innovation* in everything we do and continuously *collaborate* to make a difference.

The Role

Technical Author within R&D, who will be responsible for designing, developing, maintaining, and enhancing end-user content for the Clearswift suite of products and services.

Key Responsibilities

- Providing accurate technical contributions
 - Solid technical experience is required to analyses, design, and implement model solutions that are maintainable and reusable
- Working across teams to improve processes and adopting best practices
 - Reviewing successes and identifying issues to innovate process solutions and align best practices
- Active member of the team
 - A major contributor, and shares in the initiatives and tasks required to achieve team goals
- Support creativity and innovation
 - Support a culture of creativity for growing innovation in solutions and delivery
- Actively support cross-team collaboration
 - In parallel with making goals and status visible, encourage the team to work together to achieve common goals, as well as being proactive in providing help across functional teams

Skills Profile

- Ability to drive continuous improvement with the team, identifying failures and adapting
- Clear and concise communication skills (verbal and written)
- Presentation and collaboration skills
- Contributes to improvement in an evolving technical environment
- Expertise in content creation and content management techniques
- Understands Agile principles, Scrum framework, and the SDLC

Personal Characteristics

- Highly proactive, enthusiastic, and transparent
- Develops high quality solutions
- Follows and supports Engineering best practices and procedures
- Assists in improving the delivery effectiveness of the team
- Forms excellent working relationships

Role Specific Skills

Essential

- Strong command of plain written English
- Attention to detail and experience in producing consistently high-quality, technically accurate content
- Clear and concise communication skills (verbal and written)
- Ability to contribute to project planning and to prioritise effectively
- Ability to engage with teams to both advise and gather requirements, as well as to support innovation in process development
- High level of cross-team collaboration
- Comfortable working in a highly visible and transparent manner
- Ability to coach other team members and review their work

Desirable

- Experience with MadCap, FrameMaker, or other HTML authoring tools
- Knowledge of HTML, CSS, or JavaScript
- Exposure to structured writing, and single-sourcing ideas and procedures
- Expertise in content design best practices and procedures
- Experience of software development lifecycles, in particular, Agile software development
- Experience of writing technical content with globalization/localization in mind, and a basic understanding of localization process.
- Ability to report and monitor own progress
- Fluency in German or Japanese

Education and Experience

- Degree, equivalent qualification, or proven previous practical application
- Authoring or Content Design in a technical commercial environment

Other

The job is located at our office in Theale, Berkshire, UK.