POSITION DESCRIPTION
Junior/Intermediate Technical Writer

Purpose of Position:

The Technical Writer will work within the Gallagher R&D department, producing and maintaining product documentation for the Animal Management business division. The writer will proactively obtain the product knowledge required to develop the documentation. Documentation may take the form of: print, HTML, video or multimedia. The writer will be involved in all phases of the product development lifecycle, from requirements evaluation, software or hardware development, testing, training and implementation of the product release.

ROLE SPECIFICATIONS

Reports to: **Senior Technical Writer /** Team Leader

Department: Research & Development

Key Relationships:

Internal:	Product Managers, Technical Support staff, Marketing and Training staff, Project Managers, Software, Mechanical, and Electrical Engineers, members of the Software Testing team, and Technical Writing Peers
External:	As required but mainly customers and Channel Partners

Budget Responsibility: None

Direct Reports: None

KEY POSITION RESPONSIBILITIES

Key Accountability	Outcomes/ Expectations
Develop Product Information	• Develop product information using the mediums that are appropriate for the user and in a format that adheres to the standards adopted by Gallagher, within the agreed times • Product information must be up to date, accurate, well organised, and clearly developed in a way that meets the needs of the user and the requirements of the Business Unit
Processes and Standards	• Look for ways to improve the efficiency of output and quality of user communication

Key Accountability	Outcomes/Expectations
Team Membership	• Contribute to project planning, providing estimates as required • Ensure assigned tasks are kept updated and completed (to the best of abilities) • Work effectively and efficiently within the project team environment to help ensure success of the project • Bring issues to the attention of the project team in a timely fashion, proposing solutions as appropriate • Be proactive in your communication • Work in a manner that enhances team spirit and overall team output, sharing knowledge and experience to help develop the team

Including any other duties not specified that may be required to complete the role, and as requested by the Reporting Manager.

ORGANISATIONAL COMPETENCIES

Customer Inspired   Our customers are the focus of all our decisions and actions. Our goal is to provide them with the best products, service and profitability.

Relentless Innovation   We strive for excellence through continuous improvement. We constantly explore ways to ensure our long term competitive advantage with the lowest cost structure.

Outstanding Quality   To achieve customer satisfaction - quality, fit for purpose, innovative products and services are our committed priority. We make hard decisions in the best interests of the Company and its stakeholders in line with The Gallagher Way.

Enduring Partnerships   Integrity is never compromised. All of our conduct must be personally and socially responsible. We treat each other with trust and respect. Staff empowerment, responsibility and progression are core to our success.

Open Communication   We treat each other with trust, respect and have transparent communication freely circulated to all staff concerned. Staff empowerment, responsibility and progression are central to our success.

Health and Safety   Employees are expected to willingly co-operate in the objectives of making Gallagher a healthy and safe environment to work in. Therefore employees are required to observe and practice safe work methods. And report any near misses, accidents or hazards immediately.

PERSONAL ATTRIBUTES

Required Qualifications:

- Tertiary qualification in Technology or English in related field
- Qualifications and/or proven experience in technical writing

Required Skills:

- Strong written and oral communication skills in English
- Experience writing content in Plain English
- An understanding of the processes involved in delivering and managing product documentation
- High quality editing and proofing skills
- Attention to detail
- Microsoft Word and Excel
- Ability to use a wide range of graphic and drawing tools and techniques
- Adobe Acrobat, InDesign, Illustrator and Photoshop experience
- Content Management software experience (AuthorIT is preferred)
- HTML/HTML5, video, audio and multimedia experience
- Understanding of the print process and designing for print
- A keen willingness to learn
- Ability to juggle multiple tasks

ORGANISATIONAL STRUCTURE

CEO
Deputy CEO
Research & Development Executive
Chief Software Architect
Lead Software Architect
Senior Technical Writer
Junior/Intermediate Technical Writer

WHO WE ARE
OUR ORANGE DNA

WHAT WE DO

We are global leaders in the innovation, manufacture and marketing of products and services in animal management, security and fuel systems.

WHY WE DO IT

To redefine what's possible for our customers.

HOW WE ACHIEVE IT

BRILLIANT SIMPLICITY

HOW WE BEHAVE

The Gallagher Way

We are CUSTOMER INSPIRED

Our customers are the focus of all our decisions and actions. Our goal is to provide them with the best products, service and profitability.

We are RELENTLESS INNOVATORS

We strive for excellence through continuous improvement. We constantly explore ways to ensure our long term competitive advantage with the lowest cost structure.

We are committed to OUTSTANDING QUALITY

To achieve customer satisfaction - quality, fit for purpose, innovative products and services are our committed priority. We make hard decisions in the best interests of the Company and its stakeholders in line with The Gallagher Way.

We build ENDURING PARTNERSHIPS with our customers, staff and the community

Integrity is never compromised. All of our conduct must be personally and socially responsible. We treat each other with trust and respect. Staff empowerment, responsibility and progression are core to our success.