

# Job Description: Technical Author

**Department: Product & Delivery**

**Reports to: Product Manager**

## Position Overview:

The Technical Author at Admit One is responsible for creating and maintaining high-quality documentation for our software products. This includes user guides, release notes, UAT scripts, internal knowledge bases, and training materials. The Technical Author ensures that all documentation is clear, accurate, and accessible to both technical and non-technical audiences.

This role is critical in supporting customer onboarding, internal training, and product adoption.

## Key Responsibilities:

### Documentation Creation:

- Write and maintain user manuals, quick-start guides, and online help content.
- Create UAT scripts and release notes in collaboration with QA and Product teams.
- Develop internal documentation to support onboarding and training.

### Collaboration & Research:

- Work closely with Product Analysts, Developers, and QA to gather technical information.
- Attend sprint reviews and product demos to stay informed of new features and changes.
- Interview subject matter experts to ensure documentation accuracy.
- **Support and coach contributors across teams on documentation best practices.**

### Content Management:

- Organise and maintain a centralised documentation repository.
- Ensure version control and consistency across all documents.
- Review and update existing documentation as products evolve.
- **Define and maintain documentation standards, templates, and review cycles.**
- **Track documentation health (e.g. update frequency, gaps, usage metrics).**

### Documentation Governance & Enablement

- **Act as the documentation governance lead across the organisation.**
- **Review and approve content authored by other teams to ensure clarity and consistency.**
- **Provide onboarding and guidance to team members contributing to documentation.**
- **Collaborate with Product, QA, Support, and Engagement teams to ensure documentation is integrated into delivery workflows.**
- **Champion a culture of shared documentation ownership.**

### Support Enablement:

- Provide documentation to Support and Engagement teams to assist with customer queries.
- Create FAQs and troubleshooting guides based on common support issues.

## Skills and Competencies:



- Writing: Excellent written communication skills with a focus on clarity and structure.
- Technical Aptitude: Ability to understand and explain complex software features.
- Organisation: Strong attention to detail and ability to manage multiple documents.
- Tools: Experience with documentation tools such as Confluence, MadCap Flare, or similar.
- Desirable - Spanish, Portuguese, French, or German

## Reporting Lines:

- Reports to: Product Manager
- Works closely with: Product Analyst, QA, Developers, Engagement Managers, Support Team.