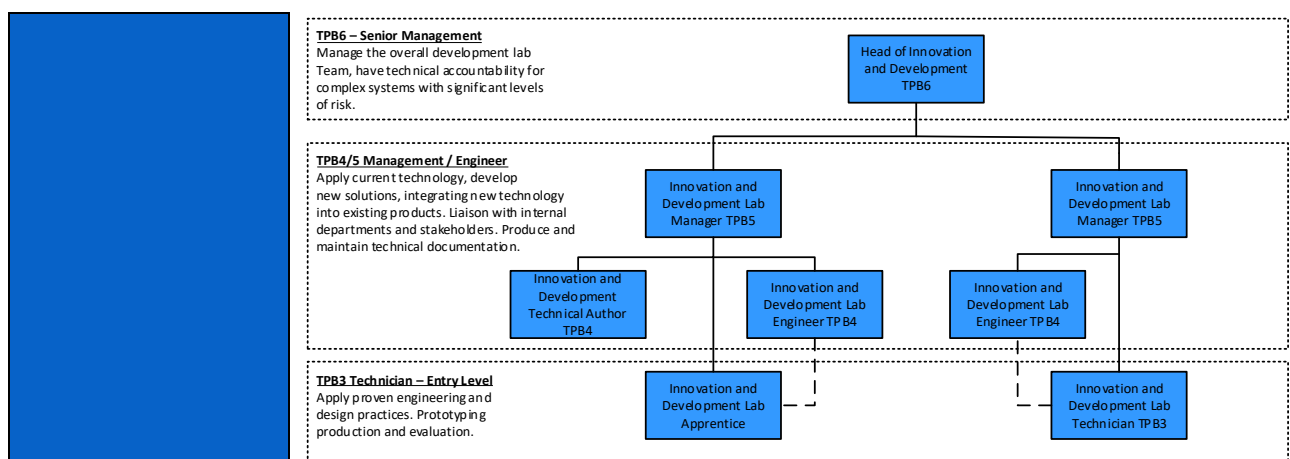




Role Profile

Role Title	Product Design and Development Technical Author
Business group and team	Digital & Innovation Office – Innovation & Development Lab
Job Purpose Overview	<p>A Product Design and Development Technical Author is required to create and then maintain key security product artefacts and documentation. The documents required will vary by product but be based on an ISO 9001 quality assured standard document template set.</p> <p>The role will focus on creating and maintaining documents for an expert audience of end users, system installers, production staff, system designers, support staff and compliance boards. The ability to understand both physical and digital systems to a user manual and design level will be required.</p> <p>The Product Design and Development Technical Author will ensure correct version control is implemented and followed across a growing archive. The role requires management and advice on current and future systems required to manage our multi product document repository.</p> <p>It is expected that the successful occupant will research better processes and methods of documentation then make recommendations to adapt our processes to become more efficient and user orientated. It is also envisaged that as the technical author function evolves this role may take on line management of a junior technical author. This may then allow Technical Authoring work to be taken on from the wider FCDO Services business.</p> <p>As required the Product Design and Development Technical Author may be deployed in other design and production environments to support the documentation of prototypes and production processes used by FCDO Services</p> <p>This UK based role is line managed by the Innovation and Development Lab Manager.</p>
Organisational position	



Date Updated	02/07/2021		Updated By	SE	
Current / Applied Grade	TPB4	Job evaluation date	21/10/2021	Confirmed grade	24/10/2021
Level of Security Clearance	DV	DV clearance will be essential due to the nature of the products being developed.			

JOB SPONSIBILITIES

Main responsibilities, focusing on the required outputs:

A technical writer is an expert practitioner who has a deep understanding of technology and the needs of technologists. At this level, you are expected to:

- take a user-centred, audience appropriate, approach to explaining how to use government products and services to a technical audience, focusing on specialist content, system and software documentation
- Engage with and contribute to the cross-government technical writing and content design communities.

People

- Undertake specific training on all relevant lab and workshop equipment and systems, with all relevant H&S training as required.
- Maintain own professional development and expertise of the latest technologies, following best practice to support and grow the business.
- Maintain a comprehensive training record, ensuring relevant refresh training is highlighted in advance.
- Develop technical skills outside own area of expertise that would benefit FCDO Services.
- Actively participate in the Task Assessment and Performance Development Review process through giving and receiving feedback.
- Communicating effectively with colleagues, customers and stakeholders both verbally and in written reports or emails.
- Provide advice and guidance to FCDO Services colleagues on all aspects of technical writing including helping to set and improve standards for content, style, format and layout of documents within set templates.

Customer

- Work in partnership with stakeholders and internal staff to deliver documentation to meet their needs, to agreed standards, on time and within budget.

- Work with stakeholders and customers to identify their requirements and ensure documentation meets their needs and follows the FCDO Services style and branding standards
- Liaise with the customer to ensure products are delivered to agreed time, cost and quality.
- Develop/maintain relationships across FCDO Services to help with the timely delivery of documentation and ongoing updates to documentation to an agreed schedule.
- Know how the role contributes to the overall achievement of FCDO Services' Business Plan.

Financial

- Work effectively as part of a team (which may include both FCDO Services staff and contractors) in carrying out the documentation of FCOS products to meet our customer's needs, contributing to delivery on time and within budget.
- For H&S/efficiency maintain a clean tidy workshop environment and follow safe working practices.
- Assisting with the research and development into potential future products and services.
- Timely allocation and recording of expenditure against correct project codes.
- Update task/project documentation.

Operational Delivery

- Work under minimal supervision to create accurate and concise documentation for FCDO Services developed systems as directed by Development Lab Managers.
- Maintain version control of all system documentation and ensure new document sets are published promptly with older versions archived for future reference.
- Comply with all relevant risk assessments and safe systems of work.
- Ensure H&S policies are adhered to and implemented.
- Comply with H&S policy & procedures set by FCDO Services & HSE including, but not limited to; the reporting and recording of faults/accidents/incidents/near misses.
- Assist with planned and preventative development lab equipment upgrades and maintenance.
- Assist with ongoing improvements and work within the ISO 9001 Quality Assurance process.
- Ensure personal adherence to all FCDO Services corporate processes.

QUALIFICATIONS, KNOWLEDGE, EXPERIENCE AND SKILLS

Essential:

- A level 3 technical qualification or at least substantial relevant experience in IT/networking, electronics, product design, technical installation, technical drawing or similar discipline.
- Previous experience of producing technical documents for Internal and external stakeholders and peers in an ISO quality controlled environment. This should include a demonstrable ability to collect stakeholder feedback, analyse and catalogue it and make recommendations as to the priority of the feedback for further action or changes.
- Technical understanding. You demonstrate knowledge of the technologies used to build and operate technical systems. You understand the different technical roles in a multidisciplinary team and are able to communicate clearly to both technical and non-technical staff both internally and with external suppliers.
- Personal technical growth. You have a proven track record of working to understand new areas of development or product integration in order to build the level of technical knowledge required to document a technical system.
- User Focus – You understand the audience each document is intended for and produce it with the required information clearly and concisely included as appropriate to that audience.
- Proven ability to design content to meet user needs and make complex language and processes easy to understand. You can understand and implement style and standards.
- An ability to work on your own initiative to deadlines as agreed on each project whilst adapting your existing experience to new systems and technologies as required – you must be a ‘life long learner’.

This role is part of the [Digital, Data and Technology \(DDaT\) Profession](#) in the Civil Service. Under DDaT, this role is called ‘Technical Writer’. The following skills are required under this framework:

Skills needed for this role

- **Agile working.** You can identify and compare the best processes or delivery methods to use, including measuring and evaluating outcomes. You know how to help the team to decide the best approach. You can help teams to manage and visualise outcomes, prioritise work and work to agreed minimum viable product (MVP), print and scope. **(Relevant skill level: practitioner)**
- **Prototyping.** You know when to use a specific prototyping technique or method. You can show the value of prototyping to the team. **(Relevant skill level: working)**
- **Stakeholder relationship management.** You can influence stakeholders and manage relationships effectively. You know how to build long-term strategic relationships and communicate clearly and regularly with stakeholders. **(Relevant skill level: practitioner)**
- **Strategic thinking.** You can lead the design and implementation of strategy, directing the evaluation of strategies and policies to ensure business requirements are being met. **(Relevant skill level: expert)**
- **Technical understanding.** You know about the technologies used to build and operate digital services. You can collaborate closely with colleagues in different digital disciplines. **(Relevant skill level: practitioner)**
- **User focus.** You know how to give direction on which tools or methods to use. You are experienced in meeting the needs of users across a variety of channels. You can bring insight and expertise in how user needs have changed over time to ensure these are met by the business. You know how to apply strategic thinking in how to provide the best service for the end user. **(Relevant skill level: expert)**
- **User-centred content design.** You can create and iterate content for end-to-end services. You can deliver through others and direct their work. **(Relevant skill level: practitioner)**
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Desirable:

- *A basic understanding of IT networking and electrical / electronic principles.*
- *Practical workshop skills in mechanical, electrical or electronic engineering.*

CORE BEHAVIOURS

Top three for job:

- *Commercial Awareness*
- *Managing a Quality Service*
- *Delivering at Pace*

CRITICAL SUCCESS FACTORS

Success measured and evidenced by:

- Timely production of accurate technical documents suitable for the intended audience.
- Stakeholder management to collect, evaluate and implement feedback as appropriate under guidance of the Lab managers and project manager
- Ongoing process improvement within the ISO 9000 quality environment

Budget Responsibility? Y / <u>N</u>	If YES, how much: £ per annum	If NO can they authorise payments? Y / N Not expected but not excluded.
Reports to: (Role Title and Grade)	TPB5 Workshop Manager	
Direct Reports: (Number and grades of staff)	None expected but not excluded in future	