



We have a fantastic new opportunity for an experienced **Technical Author** to join our professional and dedicated Training & Knowledge Management team, designing and delivering technical documentation internally for the business as well as to support customers using our software products across the UK.

What will you be doing..

As the Technical Author you'll deliver technically accurate, user focussed user assistance for a range of IT solutions. This includes customer resources in the form of online help centres, book and video format and internal documentation such as procedures, release communications and technical documentation

- Evaluate the product requirements and identify/research end user needs ensuring that you understand the target audience
- Produce comprehensive, accurate user assistance including online help centres, user guides, quick references, blogs, release communications and technical documentation.
- Review and proof user assistance written by colleagues and provide constructive manner
- Produce by writing, editing and publishing quality end-user assistance for software applications developed by us and third party products.
- Innovate and update existing user assistance to ensure content remains up to date and conforms to brand and knowledge guidelines.
- Collaborate with designers, developers and customers during each project phase and throughout a product's life, acquiring an increasing level of knowledge of the technologies used and the requirements of users.

What we're looking for?

- An experienced Technical Author ideally within the healthcare and software solutions field – or who can easily get to grips with terminology and technology with healthcare software solutions
- Confident, friendly and outgoing, great at quickly building relationships with a diverse range of internal and external stakeholders

What we can offer you

It's a great opportunity to work in an interesting and vital role for our business, supporting our customers and enhancing understanding and use of our products and services.

You'll be joining our friendly and focused team; we have a culture where everyone pulls together, we're really passionate about the solutions we deliver and the positive impact they have on healthcare services all across the UK.

We're offering a competitive salary with an excellent range of employee benefits - including matched pension, health cash plan and a well-being allowance.

Our teams enjoy a variety of work-related events as well as regular social activities in and out of the office.

Other info

Permanent, full time, UK flexible on location: home/office based
Salary up to £38k DOE plus our excellent benefits package

If this is just the role you've been looking for, please [apply directly](#) on our recruitment portal or email any queries to our recruitment team [here](#), thank you.

(Please note: visa/sponsorship is not being offered, so you do require full right to live and work in the UK before applying)