

<b>Job details</b>	<b>Job title:</b>	Technical Author
	<b>Reporting to:</b>	L&D Manager
<b>About ActiveOps</b>	<p><b>ActiveOps – Manage Differently</b></p> <p>Since 2005, ActiveOps has been enabling organizations to improve their operational efficiency by helping managers and teams deliver their best possible performance.</p> <p>ActiveOps provides cloud-based software and services to meet the increasing market demand for back office workforce optimization.</p> <p>Workware™, our cloud-based software, is purpose-built for the back office to quantify work and time, manage capacity, and measure productivity for people and robots. It enables capacity to be optimized, reducing costs, and improving service delivery across diverse and complex back office operations.</p> <p>The Active Operations Management (AOM™) method enables teams to collaborate and sustain higher performance through a consistent management framework. Better communication and improved control results in increased staff engagement and well-being.</p> <p>ActiveOps operates across the globe from offices in the UK, Australia, India, South Africa and North America, supporting back office and shared service operations in financial services, shared service centers, government organizations and Business Process Outsourcers (BPOs).</p> <p>More information can be found at <a href="http://www.activeops.com">www.activeops.com</a>.</p>	
<b>Job Description</b>	<p>The successful candidate will be responsible for the development and maintenance of a wide range of materials relating to the delivery of software and services such as online content (videos, eLearning modules, help files), printed materials, and technical user guides.</p> <p>Alongside this, the successful candidate will also work closely with our UI/UX developer to assist with HTML/CSS to deliver a polished and styled product aligned to the ActiveOps brand. Increasingly, technical information is delivered online in web-based platforms, so the Technical writer will use the interactive technologies of the Web to blend text, graphics, multidimensional images, sound, and video and align in accordance with the needs of our audiences.</p> <p>The candidate will work within the L&amp;D team to ensure consistency of style within content to align with the overall objectives of the team, and to review and update where required.</p>	

<b>Areas of Responsibility</b>	<h3 style="color: #4F81BD;">Material Development and Maintenance</h3> <p>The successful candidate will be responsible for translating technical language to be used in wide range of content into a form of words everyone can understand. Technical Author will be working in an agile Product Team, developing materials relating to the delivery of software and services. This includes:</p> <ul style="list-style-type: none"> <li>• Authoring and maintaining product documentation including software help files, training materials, release notes and other product related materials.</li> <li>• Interpreting and translating complex functional specification into customer facing language.</li> <li>• Work closely with the UI/UX developer to ensure understanding of complex features and to implement layout and style of various applications with accessibility compliance with HTML/CSS</li> <li>• Authoring and maintaining content to support sales and marketing activities.</li> <li>• Owning and maintaining the integrity and quality of Product Documentation Library in SharePoint</li> <li>• Liaising with Developers and Learning and Development Teams across the business to understanding the technology and products for which documentation is required.</li> <li>• Updating e-Learning content to align with product materials</li> <li>• Owning the e-Learning document inventory</li> </ul>
<b>Skills Required</b>	<h3 style="color: #4F81BD;">Required Skills / Experience</h3> <ul style="list-style-type: none"> <li>• MadCap Flare or equivalent authoring tool solutions</li> <li>• Moodle or equivalent LMS platforms</li> <li>• Ability to maximise readability of web-based content through adaptive writing</li> <li>• Ensuring materials meet WCAG2.1 standard</li> <li>• Proofreading skills and attention to detail</li> <li>• Innovative and adaptive mindset towards new technologies</li> <li>• Experience of HTML/CSS (Preferable)</li> <li>• Experience of working within an Agile Development environment (Preferable)</li> <li>• Capability to work with colleagues at all levels of the organisation and across multiple time zones</li> <li>• Ability to respond in a fast-paced high growth environment</li> <li>• Extensive experience in the upkeep and maintenance of SharePoint sites.</li> </ul>

<p>Package</p>	<p>Salary: £35,000 GBP</p> <p>Location: Central Office Reading</p> <ul style="list-style-type: none"><li>• 5% pension contribution</li><li>• Death in service cover (3 x salary)</li><li>• 25 days holiday (pro-rata)</li><li>• Private Medical Insurance</li></ul>
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