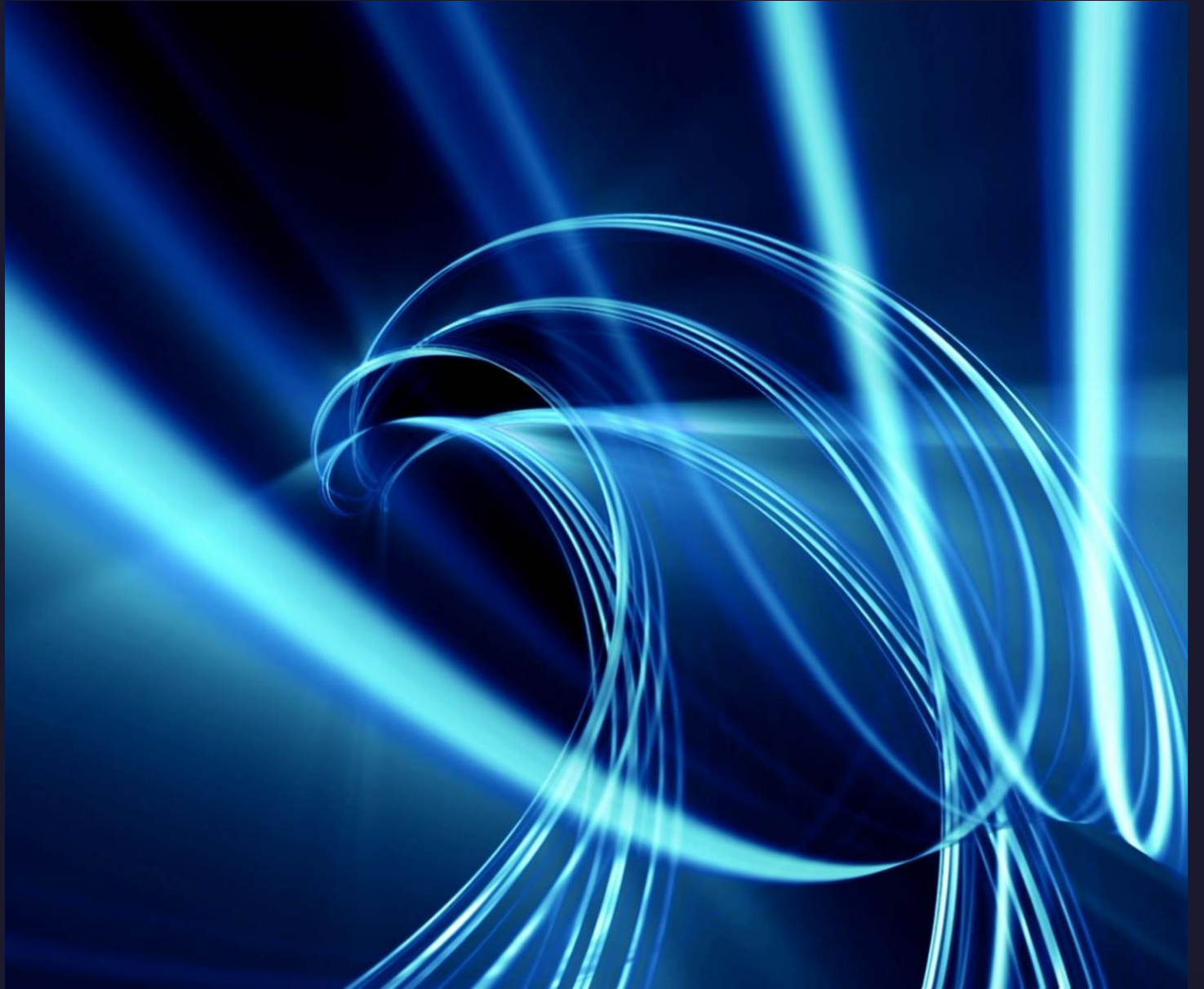
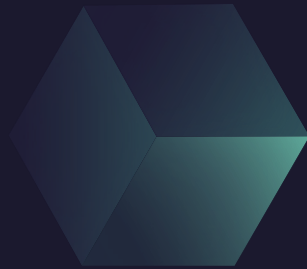




Technical Writing

Careers in Technical
Communication





JOB DESCRIPTION

TECHNICAL

AUTHOR

WTF DO THEY DO?

Overview

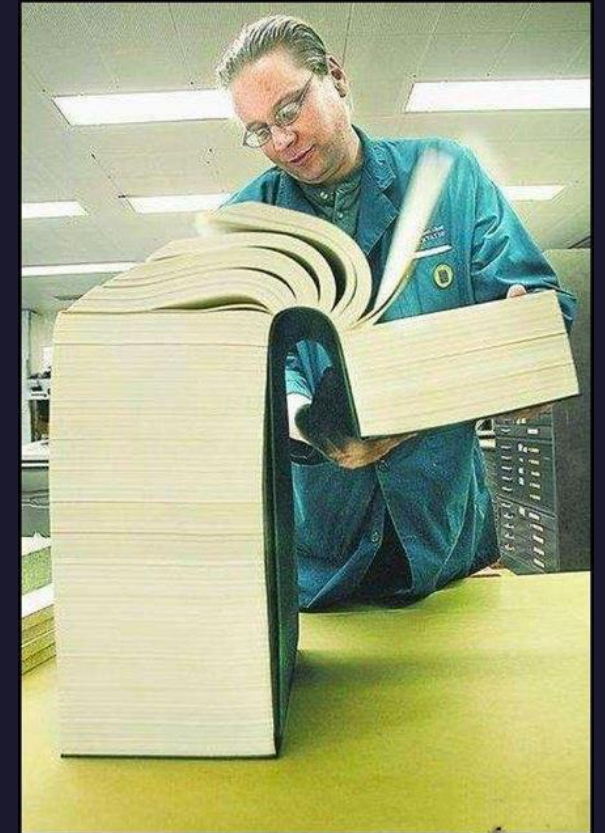
- What is technical writing and what do we do?
- Where will you find us?
- Who are we and what skills do we have?
- How do we produce content?
- How do you become a technical author?

What is technical writing?

We are technical communicators and content developers

We design and develop the information experience:

- Product documentation (guides and online help)
- Reference documentation
- Compliance documentation
- User Interface (UI) text
- Software Development Kit (SDK) documentation
- Videos
- Technical marketing content (white papers, articles, blogs)



Who are we and what skills do we have?

- Varied backgrounds; for many, a second career (language students, PhD chemists, teachers, lawyers, programmers, psychologists...)
- You can train straight from university/college
- Full-time employees & freelancers
- Key skills:
 - strong written and verbal communication skills
 - likes technology and is hands-on with technical stuff
 - enjoys collaborating, is a good team player



Where do you find us?

Many industries need technical communicators. Typically, you'll find us in:

- Software development
- Heavy machinery industry
- Fintech (financial)
- Automobile manufacturing
- Medical and healthcare
- Education
- Defence and aerospace
- Consumer electronics



How do we produce content?

1. Understand audience, purpose and product
2. Gather information
3. Collate and draft content
4. Organise reviews
5. Implement comments
6. Final draft and signoff

HOW TO RIDE MOTORCYCLES

1962 Safety Rules from Honda

Taken from a 1962 Honda Motor Cycle Instruction Book. Translated by Honda for the American Motorcycle Rider

1. At the rise of the hand by Policeman, stop rapidly. Do not pass him by or otherwise disrespect him.
2. When a passenger of the foot, hooves in sight, tootel the horn trumpet melodiously at first. If he still obstacles your passage, tootel him with vigor and express by word of mouth, warning Hi, Hi.
3. Beware of the wandering horse that he shall not take fright as you pass him. Do not explode the exhaust box at him. Go smoothly by.
4. Give big space to the festive dog that makes sport in roadway. Avoid entanglement of dog with wheel spokes.
5. Go soothingly on the grease mud, as there lurks the skid demon. Press the brake foot as you roll around the corners, and save the collapse and tie up.

How do you become a technical writer?

- Degree in any subject
(what's important is good communication skills and an interest in technology)
- Professional qualifications
(MA in technical writing)
- Training (see Cherryleaf)
- Graduate positions
(this example is Nov 2020)
- Internships

Graduate Technical Author

Job Description

Talented authors and software developers are at the heart of Micro Focus. Our 3-year graduate scheme places authors alongside developers in an agile environment delivering innovative software solutions. Working alongside a team of developers, and part of a wider authoring team, you'll be learning on the job. We enjoy a great team spirit working in a relaxed, goal-orientated atmosphere, on a wide range of technologies and platforms. Based in Newbury, we collaborate with our Design Centers around the world to deliver high quality products to our extensive customer base. We recognize the importance of passion and talent, and offer a package designed to attract and retain the best.

To join our team, successful candidates will need to have good academic or industrial **writing experience** and a degree in a language- or software-related discipline. Upon joining Micro Focus, you will immediately be placed in one of our agile development teams and be expected to contribute from day one. Soft skills and non-technical training will be provided outside of the Documentation team and a mentor will support your progress as your career develops.

Who am I?

- Freelance technical author
- Education: social science degree, postgrads in computing and technical authorship
- First job: computer programmer
- 30 years in software development
- Clients include:
Arm/Trustonic, PayPal, Citrix, Sony
- Key skills:
 - Cybersecurity and cryptographic content
 - API/SDK documentation for developers
 - Compliance documentation for auditors



Amanda Lindsay

Freelance Technical Author and Content Developer

Further information

ISTC and STC

Agencies, such as:

- <http://www.cherryleaf.com/>
- <http://www.edissero.com/>

Conferences (Confab, Congility, Summit, SOAP etc.)

