



VACANCY
Brother International Europe Ltd.

Job Title	Technical Author
Reporting to:	Assistant Manager, Documents and Software Localisation Group
Dept:	European Product and Service Support
Salary:	Competitive

An excellent opportunity has arisen for a highly organised, self-motivated, positively-minded individual to join our European Product and Service Support Department at Brother International Europe, reporting directly to the Assistant Manager, Documents and Software Localisation Group. The successful candidate will join a team of five responsible for the English-language content review and localisation of user documentation, software and LCD messages for Brother products.

An ideal candidate will have technical knowledge of mechanical, electrical, electronic and software aspects of products, technical writing experience, be able to demonstrate an excellent command of English, attention to detail and be a strong team player. This is a customer-focused position, and therefore experience of working in a customer support environment is desirable. An understanding of content management systems would be an advantage, as would experience of working with non-native English speakers.

Main tasks

1. Coordinate and participate in reviewing, editing and creating English-language content for product guides, user interface and related technical product information, for all divisions of Brother.
2. Liaise with document and development teams and reviewers in Japan, US and European Brother sales offices, to achieve consistent content in terms of style and terminology, and to continuously look for ways to improve the quality and user-friendliness of Brother documentation and user interface.
3. Coordinate work with product planning groups and development teams to ensure all manuals have correct technical details for all product features and to gain good understanding of Brother products, technology and applications for which documentation or user interface are prepared.
4. Work with call centre contacts to review call trends and make recommendations for improvements in documentation, user interface and, where necessary, propose FAQs and review the effectiveness of any suggested improvements.
5. Take part in discussing proposals for design, structure and delivery methods of Brother documentation to customers.
6. Manage production schedules to ensure that all deadlines are met.

Requirements

Essential

- Technical writing experience for hardware and/or software
- Excellent command of the English grammar and vocabulary. Other relevant qualifications and/or equivalent experience will be considered.
- Clear writing style and the ability to adapt technical content to the needs of customers without technical knowledge
- Ability to collect information from diverse sources, organise and use it effectively, to address customers' requirements
- Good understanding of operating systems and networks
- Full working knowledge of Microsoft Office and Adobe Acrobat
- Impeccable written and verbal communication skills and strong interpersonal skills
- Efficient planning skills and the ability to prioritise

Desirable

- A degree in English or foreign languages is highly desirable
- DITA-based CMS systems – practical experience or familiarity with these
- Experience of applying corporate and industry-standard style guides to content
- Experience of working in a customer service environment
- Experience of working on global projects in a large organisation

Job Specific Competencies

- **Planning and organising**
Developing, implementing, evaluating and adjusting plans to reach goals, while ensuring the optimal use of resource
- **Teamwork**
Working collaboratively with others to achieve organizational goals
- **Attention to detail**
Working in a conscientious, consistent and thorough manner
- **Decisiveness**
Ability to make and implement decisions in a timely manner, ability to make decisions in difficult or ambiguous situations when time is critical, ability to make appropriate decisions with consideration of the consequences for relevant customers/stakeholders and fellow employees and manager.
- **Creativity and innovation**
Generating viable new approaches and solutions

Candidates are invited to provide samples of their work, if available. They may also be asked to demonstrate their skills during the interview.

This is a fantastic opportunity and interested candidates should send a detailed CV to HR department, or email recruitment@brother.co.uk.

CLOSING DATE: 17th October 2014