



Position Description

Position: Technical Writer and Health & Safety Admin
Department: Quality, Environmental and Health & Safety
Reports to: Health Safety & Wellbeing Officer
Direct Reports: None

Scope of Role:

The primary aim for this role is to initiate and produce high-quality documentation that contributes to the overall safe and successful manufacturing of our products. You will join a talented team who work collaboratively with developers, engineers, product managers, and usability experts to make our products easier to use within the Quality, Environmental and Health and safety team.

A secondary requirement is maintaining Mango system through date-entry, updating events and other aspects supporting Environmental and Health and Safety compliance.

Key Responsibilities:

Technical writing & Content writing

- Creating and maintaining templates, standard operation procedures, work instructions and other documents required in SharePoint and Mango system.
- Work with internal teams to obtain an in-depth understanding of the product, processes and the documentation requirements.
- Produce high-quality documentation that meets applicable standards and is appropriate for its intended audience.
- Develops a thorough understanding of the audience and the documentation required by meeting with colleagues and working with managers to discuss technical problems.
- Determines the clearest and most logical way to present information and instructions for greatest reader comprehension, writes and edits technical information accordingly.
- Meets with subject matter experts in order to ensure that specialised topics are appropriately addressed and discussed.
- Works with NPI, Production Engineering, Quality, Environmental and Health and Safety colleagues to ensure that the finished documentation meets product requirements.
- Revises, edits, or updates instructions, technical information, and frequently asked questions as necessary.

Other duties:

- Upholds the company values.
- Perform any other tasks as required by your Team Leader and/or the business.
- Contributes to the achievements of department goals and objectives.

Required skills:

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- Familiar with ISO 45001:2018 Health and safety, ISO 14001:2015 Environmental and ISO 9001:2018 Quality standards.
- Proven working experience in technical writing.
- Ability to deliver high quality documentation, high level of attention to detail.
- Ability to quickly grasp complex technical concepts and make them easily understandable in text and pictures.
- Excellent written skills in English.
- Strong working knowledge of Microsoft Office.
- Knowledge of Mango system.
- Technical knowledge of Enatel power conversion modules.
- Ability to work both in a team and independently.
- Adept and confident at cross functional collaboration.
- Positive attitude.

Health & Safety

- Ensuring all Health & Safety policies and rules are followed, with all tasks completed in a safety conscious manner.
- Adhere to all health and safety policies whether at our Christchurch premises or elsewhere.

Environmental

Enatel is committed to minimising the environmental impact of our operations and products.

- Ensuring Environmental policies and processes are followed.

General

- Upholds the Enatel company values.
- Contributes to the achievements of departmental goals and objectives.
- Completes any other tasks, projects or duties as required by Management from time to time.

Key Relationships:

Internal	External
<ul style="list-style-type: none"> • Project & Product Managers 	
<ul style="list-style-type: none"> • Engineering 	
<ul style="list-style-type: none"> • Sales technicians 	
<ul style="list-style-type: none"> • Process Engineering - NPI 	
<ul style="list-style-type: none"> • Project & Product Managers 	
<ul style="list-style-type: none"> • Engineering 	
<ul style="list-style-type: none"> • Quality, Environmental and Health and safety 	

Person Specification:

Attribute	Essential	Desirable
Competencies	<ul style="list-style-type: none"> • Functional/Technical Skills - has the functional and technical knowledge and skills to do the job at a high level of accomplishment. 	

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	<ul style="list-style-type: none"> • Drive for Results – can be counted on to exceed goals successfully. Steadfastly pushes self and others for results. • Action orientated - enjoys working hard and is full of energy for the things he/she sees as challenging. • Customer Focus – Is dedicated to meeting the expectations and requirements of internal and external customers. Establishes and maintains effective relationships with customers and gains their trust and respect. • Integrity and Trust – is seen as a direct, truthful individual; is widely trusted. • Process Management – good at figuring out the processes necessary to get things done. Can simplify complex processes. • Learning on the Fly - the ability to learn quickly in a new environment. • Priority Setting – Spends his/her time and the time of others on what's important. Can quickly sense what will help or hinder accomplishing a goal. Eliminates roadblocks and creates focus. • Problem Solving – looks for opportunities to resolve issues and solve problems. Learns quickly when facing new problems. 	
Skills & Attributes	<ul style="list-style-type: none"> • Proficient technical writing. • Excellent written, verbal and listening communication skills. • Intermediate computer skills, including MS Excel. • Strong attention to detail and a high level of accuracy. • Strong time management skills with the ability to prioritise workload effectively. • The ability to remain calm under pressure. • A high level of initiative and problem-solving skills. • Accuracy and attention to detail on administration tasks. 	
Experience & Knowledge	<ul style="list-style-type: none"> • Experience with ERP systems would be advantageous. • Experience Mango and SharePoint. • Experience in technical written role. 	<ul style="list-style-type: none"> • Familiar with ISO 45001:2018 Health and safety, ISO 14001:2015 Environmental and ISO 9001:2018 Quality standards.
Qualification / Licenses	<ul style="list-style-type: none"> • Relevant tertiary qualification. • Technical knowledge of power conversion products. 	



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