

Technical Publications Supervisor

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Company: Alexander Dennis Limited

Location: United Kingdom

Category: arts-design-entertainment-sports-and-media

Technical Publications Supervisor (INTERNAL ROLE) (INTERNAL APPLICATIONS ONLY)

LocationAny UK

Your dream role:

The Technical Publications Supervisor will support the Head of Product Information & Training with day-to-day tasks and longer-term goals for department growth. They will oversee the team of Technical Writers to produce the manuals and other documentation for our global product range.

Working with the wider Product Information team, they will work to ensure that all departments are aligned and prepared for new product launches and vehicle deliveries. They will work with other areas of the business, and suppliers, to gain the required information to compile technical support literature for AD customers and internal staff on the spare parts, operation, servicing, and maintenance of AD products with specific reference to customer information, new product introductions, engineering changes and super sessions, as well as supporting the commercial teams where required.

Main responsibilities:

To support Head of Product Information & Training with the following:

Team admin

Planning dept priorities around high-profile contracts and NPD

Oversee outsourced Technical Authors

Invoices and PO's.

Support delivery of wider projects – Aftermarket readiness, etc

Work with AD commercial teams

Liaise with suppliers

Along with tasks associated with Technical Author role:

To compile part identification manuals using parts inventory master and BOM files

To compile service and maintenance manuals including supplier information

Maintain existing manuals to keep them up to date and improve content where possible

Liaise with internal departments and suppliers to obtain relevant information

To assist and support the technical section in parts and data identification

What you will bring:

Experience in a supervisory role

Understanding of commercial aspects

Planning/project management

A background in Engineering and/or Technical Writing

The ability to compile detailed literature on the parts, servicing, repair and maintenance of PCV.

Ability to read engineering and supplier drawings, and adapt them into publications

Experience with Zero Emission vehicle technology would be an advantage

Organised and self-motivated – able to manage own projects and workload

The ability to build an effective network of relationships both internally and externally, understanding the needs of all customers at all levels.

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