Job Description

Post Title: Technical Writer

Directorate: Digital and Data

Reports to: Senior Solution Architect

Direct Reports: 0

Role Purpose

The role holder will be responsible for the generation and management of technical documents. You will work with Solution Architect(s) to help document and influence technical design authority decisions. The role holder will also work with relevant Digital and Data staff to product new technical documents relating to new and existing corporate systems to meet the needs of WMCA customers and stakeholders.

Responsibilities

- Develop, own, deliver and support technical designs and documents for the WMCA
- Work with business and technology stakeholders to translate business problems into technical designs and documents
- You can create technical documents through an iterative process, aligning the user need with the system requirements and organisational objectives
- Understand the business needs, documenting those needs and producing technical documents based on the business requirements.
- Document systems characterised by managed levels of risk, manageable business and technical complexity and meaningful impact. You can work with well understood technology and identify appropriate patterns
- Communicate complex IT designs in business terms to internal and external decision makers, engaging with them to clearly explain the technical drivers and how your designs address their current and future needs
- Ensure all key processes for the team are documented and owned and establish and embed a culture of continuous service improvement.
- Effectively manage a technical documentation library, advise users of these documents and communicate these with all user groups.
- Identify opportunities, costs, issues and risks for business stakeholders and make recommendations.

Person Specification

Please specify (X) whether the experience required is Essential (E) or Desirable (D)			Assessment Method		
Experience	E	D	App*	Int**	Other***
Demonstrable evidence of producing high quality technical documentation	X				
Maintaining and updating a library of technical documentation		X			
Research and gathering of technical information	X				
Presenting and testing understanding of technical documents to end users	X				
Collaborating with developers, business analysts, infrastructure engineers and other technical specialists to ensure that they understand the subject	X				
Skills/Knowledge/Abilities	E	D	App	Int	Other
Understanding of the relevant legislative framework and professional standards both within the ICT industry and within a public sector authority		X			
A working knowledge of at least 2 of the following areas; Information and Data Management, Security, Application Management, ERP systems, CRM systems, Networking and Microsoft Solutions.	X				
Analytical mindset with strong problem-solving skills	X				
An outstanding working relationship with end users in exceeding their expectations with excellent customer service, communication and presentation skills	X				
Working in a strategic context, supporting planning		X			
Qualifications/ Professional Memberships	E	D	App	Int	Other
Prince2 Practitioner level or equivalent in a structured project management methodology		X			
Degree Level or equivalent in an IT discipline		X			
ITIL 4 Foundation or higher		X			

* Application
** Interview
*** Details will be shared at interview stage

Core Expectations

Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution.

Value	Competency	Behaviour
Collaborative	Team Focused	Works as part of team, managing and leading.
	Service Driven	Customer, resident and partner focussed.
Driven	Empowered & Accountable	Takes ownership and leads when needed.
	Performance Focused	Ambitious and going the extra mile.
Inclusive	'One Organisation' Mindset	Believe in each other's expertise.
	Open & Honest	We do what we say we are going to do.
Innovative	Forward Thinking	Embrace change and open to new possibilities.
	Problem Solving	Go for clear and simple whenever possible.

Health and Safety

All employees have a duty to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health and safety.

Equality and Diversity

To promote and champion equality and diversity in all aspects of the role

Learning and Development

To participate in and take responsibility of any learning and development required to carry out this role effectively.

Performance Management

To actively engage in the performance management process and take responsibility for managing performance outcomes.

GDPR (General Data Protection Regulation)

To ensure the reasonable and proportionate protection, processing, sharing and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.

Other

There may be a requirement to work outside normal office hours on occasion to meet work deadlines, give presentations, attend meetings etc., including a requirement to work within stakeholder and partner offices within the WMCA Constituent area on a regular basis