

Position Description

Position	Technical Writer
Business Unit	Learning and Development
Region	India
Reports to	Senior Director - IDC
Direct Reports	N/A

About Energy Exemplar

Energy Exemplar is the global market leader in the technology of optimization-based energy market simulation. Our software suite, headlined by PLEXOS and Aurora, is used across every region of the world for a wide range of applications, from short-term analysis to long-term planning studies.

Driven by the frenetic pace of advancements in computing technology and mathematical algorithms, our people continually think of novel approaches and more realistic simulations that enhance decision making, create market opportunities that benefit us all and enable utilities and regulatory authorities to become smarter, more energy efficient and profitable.

Energy Exemplar continues to 'push the envelope', being first-to-market with the latest advances in mathematical programming and energy market simulation theory, as it strives to offer the most comprehensive simulation software to its customer base. Development continues to be headquartered in Adelaide, South Australia, led by Glenn Drayton and backed by a team with expertise in software development, operations research, economics, mathematics, statistics, and electrical engineering.

Our Vision and Core Values

Our **Vision** at Energy Exemplar is to empower our customers to achieve their optimal futures and we make every effort to accomplish this by living and breathing our **Core Values**:

CUSTOMER SUCCESS

- Solve the problems that matter
- Deliver solutions that drive outcomes
- Customers' success drives our business success.

ONE GLOBAL TEAM

- A place where everyone can do their best work
- Passionate about making a positive impact
- Collaborate, communicate and act as one team

INTEGRITY & OWNERSHIP

- Take ownership and be accountable for outcomes
- Value spirited debate then align behind decisions
- Operate at the highest standards

INNOVATION EXCELLENCE

- Frontrunners – relentlessly pursuing innovation and excellence
- Foster idea generation at all levels
- Create the future by pushing the boundaries of today

About the Position

Working closely with the Product Management, Marketing, Development, and Technical Sales, this role will ensure the quality of all help systems and implement best in class content in all media formats. This role will also work to establish processes and collaboration for identifying, creating, reviewing, publishing, and updating documentation for all products. Content will include release notes, support content (How to's, FAQs, troubleshooting), in-app contextual help, developer/API documentation, and LMS materials.

Key Stakeholder Relationships

This position works closely and collaborately with all Energy Exemplar staff but in particular:

- Global Head of Learning and Development
- Product Management Team
- Marketing Team
- Development Team
- Technical Sales Team

Key Accountabilities and Duties

The following list is provided to set an expectation of the 'core' responsibilities of the role but is not intended to be an exhaustive list that covers all tasks that may be required on a day-to-day basis. As a rapidly growing business, it should be expected that the role and associated tasks are likely to evolve over time and that there will be situations where tasks not listed below will need to be undertaken to support region and business growth initiatives.

Key Accountabilities

- Prepares quality content by collecting, analyzing, and summarizing information
- Acts as a strong advocate for quality in the product development process for software and database engineering
- Ensures that all client enablement, both internal and external, are of the highest quality and up-to-date
- Works with product management and development to understand the value of the features/functionality and document into development documentation or learning materials
- Delivers product trainings to internal and external stakeholders as appropriate
- Provides guidance and direction to team members to maintain the highest level of quality in our deliverables through review of visual elements, proofreading, and validation during critical stages of development

Candidate Requirements

Skills, Knowledge and Experience:

- Commercial experience in a software development environment
- Technical writing / documentation experience in a software development environment
- Familiarly with HTML/CSS
- Basic knowledge of (or desire to learn) energy market industry and familiarity with linear programming and/or systems modelling
- Advanced working knowledge of Microsoft Word, Excel and PowerPoint

Qualifications:

- An appropriate tertiary degree in a relevant discipline
- Post graduate qualification such as Masters or PhD in a relevant discipline is desirable