

Position Description

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 optimization-based energy market simulation technology. 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 fast paced 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 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 Role

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 Accountabilities and Duties

Content Development and Maintenance	<ul style="list-style-type: none"> • 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
Education	<ul style="list-style-type: none"> • 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

Required Knowledge, Skills and Experience

KNOWLEDGE AND SKILLS	
Commercial experience in a software development environment	E
Technical writing / documentation experience in a software development environment	E
Familiarly with HTML/CSS	E
Basic knowledge of (or desire to learn) energy market industry and familiarity with linear programming and/or systems modelling	E
Advanced working knowledge of Microsoft Word, Excel and PowerPoint	E
EDUCATION AND EXPERIENCE	
An appropriate tertiary degree in a relevant discipline	E
Post graduate qualification such as Masters or PhD in a relevant discipline	D

Above all, to be successful in this role the successful candidate will have:

- **Customer service focused:** Committed to providing exceptional customer service across all channels – written, phone, and face to face.

- **Communication:** The ability to communicate clearly and concisely, varying communication style depending upon the audience.
- **Attention to detail:** Excellent attention to detail and written skills when communicating with others, both internally and externally.
- **Commerciality:** Ability to apply knowledge in a practical, commercial manner.
- **Teamwork:** Willingness to assist and support others as required and get on with team members.
- **Time management / organisation:** Accomplish objectives effectively within time frame given and carry out administrative duties within portfolio in an efficient and timely manner.
- **Analytical thinking:** Ability to identify patterns across situations that are not obviously related, and to identify key or underlying issues in complex situation.
- **Resilience:** Ability to respond professionally in stressful and difficult situations.
- **Initiative:** The ability to initiate actions based on own interpretation or understanding of a situation.
- **Financial acumen:** Eagerness and promptness in understanding and dealing with a business situation in a manner that is likely to lead to a positive outcome.
- **Tenacity:** Staying with a position or plan of action until the desired objective is obtained or is no longer reasonably attainable.
- **Strategic thinking:** Capacity for thinking conceptually, imaginatively, systematically, and opportunistically
- **Adaptability:** Responds to change with a positive attitude and a willingness to learn new ways to accomplish work activities and objectives

Key Stakeholder Relationships

This role works collaboratively with all Energy Exemplar staff, particularly:

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