



GÉANT Technical Author

Based in Cambridge, UK

Salary: subject to skills and experience

Introduction to DANTE (www.dante.net)

DANTE is a non-profit organisation, coordinator of large-scale projects co-funded by the European Commission, and working in partnership with European National Research and Education Networks (NRENs) to plan, build and operate advanced networks for research and education. Established in 1993, DANTE has been fundamental to the success of pan-European research and education networking. DANTE has built and operates GÉANT, which provides the data communications infrastructure essential to the success of many research projects in Europe. DANTE is involved in worldwide initiatives to interconnect countries in the other regions to one another and to GÉANT. DANTE currently manages projects focussed on the Africa, central Asia and Mediterranean regions through the EUMEDCONNECT, CAREN and AfricaConnect projects and continues to provide assistance in the continuation of connectivity of Latin America, East Asia and Asia-Pacific regions. Further information about DANTE can be found below and at <http://www.dante.net> and details about GÉANT are at <http://www.geant.net>

We now have an exciting opportunity for a Technical Author to join our Project Office team.

Details of how to apply and the job profile are set out below.

Applications

Applicants are requested to forward their CV and a covering letter quoting the job reference GTA. The covering letter should outline your interest in the position and explain how you meet the criteria set out in the person specification. Applications should be sent by email to pmo@geant.net or by post to the HR Manager, DANTE, City House, 126-130 Hills Road, Cambridge CB2 1PQ.



Job Description

Job title: GÉANT Technical Author

Reporting to: Head of GÉANT Project Office

Based in Cambridge, UK

Team: Project Office

Hours: 37.5 hours per week (Monday to Friday)

Position Summary (indicate the overall purpose of the role in one or two sentences)

To turn detailed technical material into management-level or lay text for consumption both internally in the project (specifications, software installation documentation, training materials etc.) and externally by the public (instruction manuals, user guides, deliverables, web pages etc.)

Supervisory Responsibilities

None

Main responsibilities (Note: In addition to these functions employees are required to carry out such other duties as may reasonably be required):

As part of the GÉANT Project Office, this full-time role should be highly engaged with the technical and engineering staff from the GN3plus technical programme, up to speed with the latest developments in the project and proactive in seeking new avenues for the project to communicate and disseminate highly technical information in meaningful ways. The person must be proactive in communicating the everyday practical benefits of technical advances in GÉANT out to the researcher/end user and the general public.

- Compilation, editing, proof-reading and production of project deliverables and other documents, based on input from technical personnel in the project and available technical documentation
- Compilation, editing, proof-reading and production of technical documentation in preparation for consumption by GN3plus technical personnel: training materials, instruction manuals, installation procedures, FAQs etc.
- Updating and maintenance of content on the intranet, wiki and the public web pages which relate to technical activities
- Act as a point of contact for other TAs (contractors) in the team, assisting with their queries.
- Collaboration with the GN3plus/DANTE Public Relations team and contribution of copy where required for related PR material such as press releases, brochures, leaflets etc.
- Assist with EC proposal documents, agreements and amendments.



On call working (set out any requirements or mark as not applicable):

N/a

Shift working (set out any requirements or mark as not applicable):

N/a

Extent of travel required to perform the role (indicate the area in which travel is required and the frequency):

Occasional international travel (mostly within Europe) may be required

Person Specification

Qualifications and education

Essential

- Technical/engineering academic degree and/or solid experience in a hands-on technical role or
- Language, PR, Marketing, Consultancy or similar academic degree but with demonstrable interest and experience in technology

Professional skills, experience and knowledge required

- Excellent written and verbal communication in English
- Expert in editing and proof-reading of text to high standard
- A clear and concise writing style
- Able to engage and maintain good working relationships in a matrix management environment, with both technical/academic and non-technical staff at all levels and from different cultures
- Detailed knowledge of MS Word and solid knowledge of other MS packages (Excel, Access and PowerPoint)
- An awareness of graphic design, and the processes involved in print and online publishing
- Knowledge of and/or previous experience with international telecommunications, backbone and multi-domain networks both in terms of technology and commercial aspects
- Knowledge of and/or previous experience with software development including the full software lifecycle from design to deployment.
- Relatively senior experience in publishing and/or as technical writing, with both technical-to-technical (from technical/engineering staff to technical/engineering staff) and technical-to-public (technical/engineering staff to the public) focus
- Knowledge of fundamentals of project/programme management and administration
- International exposure and outlook
- Knowledge of EC rule and procedures
- Knowledge of Sharepoint as an intranet/extranet platform is desirable
- Knowledge of one or more languages in addition to English is desirable



- Assembling, pagination and publishing of presentations of technical information
- Knowledge of and/or previous experience in a non-profit environment such as academia, government or NGO is desirable.

Personal Skills and Attributes

- Level-headed, calm and able to maintain focus under pressure
- Resourceful self-starter with initiative, able to work independently
- A flair for turning technical subjects and jargon into easily understood text
- Able to absorb information quickly
- An analytical mind and an inquisitive nature
- A curiosity about how things work
- Meticulous, thorough and with an eye for detail

Additional Information on DANTE

DANTE's employees are multi-culturally diverse. Common characteristics include trying new things, experiencing what it's like to live in a different country, a deep interest in their work and a love of innovation and learning. DANTE certainly offers the opportunity for continuous learning and development, working on concepts and technologies which aren't commonly known or used elsewhere.

In terms of the working environment, it's a small company (approx. 70 employees) so it's easy to integrate and get to know others and the managers are accessible. The organisation is housed in modern, airy and spacious offices in Cambridge.

Benefit Information

- Benefits include 30 days' holiday plus public holidays.
- As from successful completion of the employee's probationary period private medical insurance paid for by the Company for the employee and partner (with the option to join children to the scheme on payment by the employee of the rate offered by the provider).
- Sick pay subject to provisions set out in the terms of employment
- Dental Insurance Scheme, which can be joined at the start of each year, on payment of an annual premium
- Company Pension Scheme subject to provisions set out in the terms of employment and the pensions handbook
- Childcare vouchers, if required, under salary sacrifice subject to the Company's policy in respect of salary sacrifice for childcare vouchers

Assistance with relocation costs is available.