Position Description

Technical Design and Content Partner

People	Technical Standards and Practices
Objectives	• Collaborate with Field Operations, Engineering, and other key stakeholders to lead and champion the design, development and maintenance of high-quality, complex technical content, media and documentation. • Lead the quality assurance processes for all technical content, media and documentation, ensuring adherence to legislation and internal policies, guidelines and regulatory requirements. • Create and produce technical documentation in various multimedia formats. Adapt content strategies to meet the needs of diverse client populations and support skill development across different stakeholder groups.
Role Specific Accountabilities	• Lead the development, organisation and provide expertise on the delivery of technical documentation by partnering with Field Operations' Subject Matter Experts. Ensure all documents adhere to industry best practices and regulatory and legislative requirements. • Lead the creation and integration of content across alternative media forms (e.g., video, animation and interactive instructions), ensuring maximum usability. Champion a consistent and cohesive voice for all technical documentation across all platforms. • Lead and champion TasNetworks' Technical Document Uplift Program, ensuring alignment with HSEQ Management System requirements and maintaining compliance with TasNetworks' ISO 9001, ISO 45001 and ISO 45003 certifications. • Provide subject matter expertise and support in developing, implementing and communicating highly complex technical documentation. Provide support and guidance to Field Operations, Engineering and other key stakeholders to ensure clarity, accuracy, consistency and compliance with organisational standards and any legislative requirements. • Lead the development and implementation of strategic processes for technical documentation and media, including change management plans and workflows. Ensure these processes align with TasNetworks' strategic objectives. • Oversee the efficient and effective management of all technical documentation and media, implementing best practices for content governance, quality control and version management by collaborating with relevant Information Management and Information Technology stakeholders. • Identify and drive process development and improvement in line with TasNetworks' strategic initiatives, leveraging data and stakeholder feedback to drive innovation and operational excellence. • Simplify highly complex technical ideas and concepts using clear, concise language to ensure accessibility and understanding for diverse audiences, including internal and external stakeholders. Champion writing principles within the business • Build and maintain strong relationships with Field Operations, HSEQ, and other technical teams across the business. • Any other task or duty reasonably and lawfully directed by TasNetworks.

TasNetworks and *you.*

To be successful in this role	• Tertiary qualifications in Communication, Digital Media, or a related field, or extensive experience in technical writing, internal communications, media production and stakeholder management, demonstrating the ability to lead and contribute to complex projects.
	• Proven ability to work independently with minimal oversight, demonstrating sound judgment and decision-making skills in managing diverse and complex tasks.
	• Excellent written and verbal communication skills, with a keen attention to detail. Proven ability to develop style guidelines, tone of voice standards, and templates.
	• Strong interpersonal skills, with a demonstrated ability to build and maintain collaborative, long-lasting relationships quickly. Skilled in persuasively conveying complex messages in a clear and concise manner to a range of internal and external stakeholders.
	• High-level IT proficiency, including expertise in the Microsoft Office Suite, SharePoint, Adobe Illustrator, Premiere Pro, After Effects and Acrobat.
	• Proven experience managing the end-to-end production of multimedia content, including video, animation and illustrations, with a track record of successful stakeholder engagement throughout the process.
	• Demonstrated commitment to safety, quality and customer satisfaction, with a sound knowledge of a wide range of health, safety, environmental and industry-related legislation, alongside technical Codes of Practice and Australian Standards, or the ability to quickly acquire such knowledge.
	• Experience in assessing and managing change within maintenance control processes for technical publications, including implementing and overseeing change management strategies.
	• Strong aptitude for quickly understanding and applying highly complex technical information.
	• Strong collaboration and engagement skills with proven experience in persuasively facilitating working groups, leading projects and engaging with diverse stakeholders across carious roles, skill sets and levels of expertise.
	• Current driver's license.
	• Remote Pilot Licence (RePL) – Less than 25kg Multirotor is desirable but not essential.

Reports to:	Direct reports:	Approved:
Technical Standards & Practices Team Leader	Nil	27/2/2023

Our behaviours   be curious   be brave   own it