

KiwiRail | Position Description

Technical Writer – New Assets

Purpose:

The Engineering and Asset Services group has overall responsibility for KiwiRail's rolling stock assets, including mainline and shunt locomotives, freight and specialist wagons, containers, passenger carriages and other rolling stock vehicles. This includes maintaining codes and standards, developing maintenance programmes, delivering capital projects, and performing whole-of-life asset management for over 5000 rolling stock assets.

KiwiRail is undergoing a long-term procurement programme to replace aging assets with new vehicles, including mainline locomotives, shunt locomotives, and electric shunt vehicles. A key part of these projects is the development of maintenance resources, including training material and instructional documents, to ensure maintenance is delivered to the required standard and compliance requirements are met.

The Technical Writer(s) is to be a professional information communicator who is responsible for translating technical and training documentation, converting into KiwiRail templates, maintaining consistency across instructional documents, and creating maintenance document libraries. This will support the development of new documentation and technical training material.

The role requires collating technical information from multiple sources (including OEM manuals, codes and standards, and institutional knowledge) into training and instructional resources, through any medium that best facilitates the transfer and comprehension of the information to the end users.

Reporting to the Process Engineering Leader you will work closely with engineering, asset management, training, and project delivery professionals to develop the required technical documentation for rolling stock assets being introduced into service.

Health and Safety is an important part of how KiwiRail operates. You will be a safety leader and will be expected to "walk the safety talk".

Dimensions:

Reports to:	Process Engineering Leader
Responsible for:	Nil.
Location:	Wellington, Christchurch (preferred), any main rolling stock locations. Note: domestic travel may be required.
Budget:	Nil
Key Internal Contacts:	Engineering and Asset Engineering teams Process Engineering team Future Rolling Stock team Technical Instructors Learning & Development Team Zero Harm Team
Key External Contacts:	Industry Training Organisations Equipment Manufacturers (OEMs)



Key Accountabilities

SAFETY
<ul style="list-style-type: none"> • Responsible for complying with all rail safety system standards, procedures, and statutory requirements within your area of responsibility. • Responsible for your own safety and that of other rail employees, contractors, and visitors within your work environment. • Responsible for the identification, reporting and initial control of any safety or environmental hazard identified within your area to your immediate manager. • Adhere to KiwiRail's health and safety requirements and take responsible for maintaining a proactive approach regarding both personal wellbeing as well as that of fellow employees, associated client personnel, sub-contractors and members of the public. • Report all accidents and incidents to your immediate supervisor within in-line with KiwiRail policy & procedures.
QUALITY
<ul style="list-style-type: none"> • Ensure documents and content is created, updated, and managed in-line with KiwiRail's quality management system principles and standards. • Maintain the integrity of the document naming convention, hierarchy, and file structure within KiwiRail's content management system. • Maintain relevancy and knowledge of industry best-practice content management solutions and offer advice as to where existing processes & systems can improve in-line with this thinking. • Work with internal teams to obtain and in-depth understanding of the product, documentation, and content requirements. • Ensure that communication of content to end-users is clear, consistent, and comprehensible. • to ensure that content maintains relevancy and is usable within their operating environment. • Work alongside our leadership team to ensure commonality of format, nomenclature, and phrasing within local quality and assurance documents between different sites. • Analyse existing and potential content, focusing on reuse and single-sourcing opportunities. • Ensure appropriate records of changes are kept for controlled documentation. • Identifying the most suitable media to support compliance requirements, learning outcomes, and business objectives.
DELIVERY
<ul style="list-style-type: none"> • Provide timely, efficient, audience appropriate technical writing services in-line with business requirements. • Work with internal stakeholders to undertake a gap-analysis of existing documentation suite. • Create new documents in-line with gap-analysis results and business priority. • Update existing out-of-date documents, bringing them in-line with current standard. • Translate basic rudimentary documents into formal documents that align with approved templates for that document type. • Work line-site with subject matter experts and product end-users when creating and verifying documents. • Deliver high-level reporting on progress completion of technical writing programs. • Ensure that Maintenance Delivery documentation and its corresponding content is kept up to date and in good order.



- Work collaboratively with internal stakeholders to maintain KiwiRail’s content management systems and document libraries.
- Translate technical content into a format or medium that is deliverable through the KiwiRail Learning Exchange (KLE).
- Utilise KLE as the primary system for recording all learning activities across the business.
- Issue timely communication of changes to content and documentation to the required stakeholders, customers, and end-users.

COST

- Work within all enterprise-wide financial policies, principles, and standards.
- Work with RSAS and advise on best resources to meet the business needs.
- Manage expenditure and resources in-line with approved delegations’ guidelines, budget, deadlines, and reporting requirements with a focus on cost effectiveness.

PEOPLE

- Build Relationships with technical content Subject Matter Experts within Maintenance Delivery, Engineering, Asset Management, and Technical Training teams.
- Build relationships with system, process, and compliance Subject Matter Experts within Integrated Business Services, Learning & Development, and Zero Harm teams.
- Build relationships and partner with Site Leaders in the business.
- Monitor and manage feedback from end-users on content accuracy, effectiveness, and suitability.



Person Profile

Essential:	Desirable:
<ul style="list-style-type: none"> • Practical knowledge in Engineering Technical Writing (or similar discipline) with 2 years' experience • Basic familiarity with engineering systems, technical terminology, and practices • Outstanding written and spoken skills. Must be able to communicate with colleagues and stakeholders to translate technical terms into everyday language and prepare information for users. • Aptitude for learning new processes and systems. • Approachable, and able to relate to a wide variety of people • Clear thinker, able to get a good overview of something, and see processes very clearly in your mind. • Ability to work across multiple technical disciplines within Engineering and Asset services. • Expertise in analysing, evaluating and problem solving • Delivery focused, with good time management skills and the ability to meet tight timeframes. 	<ul style="list-style-type: none"> • Experience working in rail, engineering or electrical industries • Extensive Practical knowledge in Engineering Technical Writing with 5+ years' experience • A proactive approach to work and the ability to create documentation independently.

Education:

Essential:	Desirable:
<ul style="list-style-type: none"> • Strong MS Office Skills • Formal qualifications in technical writing, engineering, or similar 	<ul style="list-style-type: none"> • Experience in web publishing and graphic design • Strong Microsoft SharePoint administration skills

