April 1, 2024

Technical Documentation Specialist

job overview

TowHaul is seeking a talented and detail-oriented Technical Documentation Specialist to join our team. The ideal candidate will play a crucial role in creating clear and concise documentation for our products and services. The Technical Documentation Specialist will collaborate with cross-functional teams including engineers and subject matter experts to produce user-friendly guides, manuals, and other technical documents.

Salary: DOE

RESPONSIBILITIES (include but are not limited to)

1. Content Creation

* Develop comprehensive and accurate technical documentation, including parts manuals, operations manuals, installation guides, maintenance/troubleshooting manuals, and repair procedures.
* Collaborate with subject matter experts to gather information and ensure accuracy in technical content.
* Work with translators to ensure documentation gets translated into appropriate languages. (Bilingual English/Spanish is a plus)

1. Research and Analysis

* Conduct thorough research to understand concepts and translate them into easy-to-understand documentation for both technical and non-technical audiences.
* Stay current with industry trends, product updates, and technological advancements.

1. User-Centric Approach

* Focus on creating user-centric documentation that addresses the needs and expectations of our diverse user base.
* Gather user feedback and continuously improve documentation based on user experiences.

1. Collaboration

* Work closely with cross-functional teams, engineers, product managers, and quality assurance, to ensure accurate representation of technical information.
* Participate in meetings and discussions to gather insights for effective documentation.

1. Quality Assurance

* Review and edit existing documentation for clarity, consistency, and adherence to style guidelines.
* Efficiently compile various document formats (Word, PDF, etc.) into a single document.
* Ensure documentation complies with industry standards and regulatory requirements.

REQUIRED SKILLS

* Bachelor’s degree in a relevant field (e.g. Technical Writing, English, Computer Science, Communications) or equivalent work experience.
* Proven experience as a Technical Writer in a manufacturing environment.
* Strong writing and editing skills with an emphasis on clarity and precision.
* Familiarity with software development processes, APIs, and other technical concepts.
* Proficiency in documentation tools (e.g. Markdown, XML, InDesign, Adobe Framemaker) and version control systems.
* Excellent communication and collaboration skills.

EXPERIENCE AND EDUCATION

* Experience with graphic design tools for creating visuals in documentation.
* Knowledge of content management systems.
* Familiarity with SolidWorks CAD tools (Composer, Visualize, etc…) or equivalent.
* Familiarity with original equipment manufacturer (OEM) documentation.

How to apply

Interested candidates are invited to submit their resume, a portfolio of relevant work / writing sample, and a cover letter detailing their experience and why they are a suitable fit for this position. Please include the subject line “Technical Documentation Specialist Application – [Your Full Name]” in your email. Applications will be accepted until June 1, 2024

Send resumes to [jobs@towhaul.com](mailto:jobs@towhaul.com)

Physical demands and work environment

The physical demands and work environment described here are typical, however not intended to be all-inclusive and are subject to change per the environment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions for the position.

Required to sit and stand at workstation.

**Expectations**

All employees are expected to interact with other members of the organization in a professional and respectful manner, with the goal of producing on-time and high-quality work being the highest priority. All employees must maintain excellent communication with supervisors and engineers and a professional attitude and approach to issues within the company.

We are a drug free workplace and require pre-employment testing.

**Benefits of Employment**

In addition to excellent career growth opportunities, Federal Signal Corporation offers a wide array of benefits including: bonus potential, insurance (life, medical, dental, vision), paid holidays, paid vacation, and 401(k) with matching contributions. We provide our employees with a smoke-free, drug-free workplace.

ABOUT US

For over 40 years, TowHaul has been dedicated to designing and manufacturing the most reliable, efficient, and adaptable off-road equipment in the mineral extraction industry. Driven by customer need, we have created custom solutions for towing and hauling in the most extreme conditions on Earth. From the Australian Outback to the Arctic Circle, TowHaul creates products that meet and exceed our customers’ towing and hauling needs.  For more information visit [www.towhaul.com](http://www.towhaul.com)

We are a “Solution Driven” manufacturer for the mining industry.  At Ground Force Worldwide we design, engineer and manufacture the World’s Finest Mine Support Equipment. We offer a diverse product line for surface & underground mining and have trucks working in over 60+ countries worldwide. We have been providing our customers and dealers with custom solutions for over 30 years. Our history of innovation and strong customer relationships around the world prove us a World Leader in our industry. For more information, visit [www.gfworldwide.com](http://www.gfworldwide.com).

Federal Signal Corporation (NYSE: FSS) builds and delivers equipment of unmatched quality that moves material, cleans infrastructure, and protects the communities where we work and live. Founded in 1901, Federal Signal is a leading global designer and manufacturer of products and total solutions that serve municipal, governmental, industrial and commercial customers. Headquartered in Oak Brook, IL, with manufacturing facilities worldwide, the Company operates two groups: Environmental Solutions and Safety and Security Systems. For more information on Federal Signal, visit: [www.federalsignal.com](http://www.federalsignal.com).

The Company is an equal opportunity employer. Qualified applicants will not be discriminated against on the basis of, and will receive consideration for employment without regard to, race, color, religion, national origin, sex, sexual orientation, gender identity, age, disability, genetic information, status as a protected veteran, or any other protected category, characteristic, or trait under applicable law. If you require reasonable accommodation in the application process, contact Human Resources at [HR@federalsignal.com](mailto:HR@federalsignal.com). All other applications must be submitted online.