



# JOB DESCRIPTION

## Technical Writer

### Summary

The Technical Writer is responsible for creating, editing, and maintaining clear, accurate, and user-friendly documentation that translates complex technical information into understandable content for internal teams and external stakeholders. This role works closely with subject matter experts (SMEs), engineers, operations personnel, and leadership to produce manuals, SOPs, training materials, policies, and technical reports that support operational excellence and compliance. This position will report to the Learning and Development Manager.

### Essential Job Duties

- Develop and maintain technical documentation including:
  - Standard Operating Procedures (SOP's)
  - Create and update site specific Lockout/Tagout (LOTO) procedures
  - Work instructions
  - Technical manuals
  - Process documentation
  - Training guides
  - User guides and reference manuals
- Translate complex technical concepts into clear, concise written content
- Create and update site specific Lockout/Tagout (LOTO) procedures
- Ensure documentation aligns with company standards, regulatory requirements, and industry best practices
- Work with engineers, operators, maintenance, and supervisors to gather technical information
- Delivers training as assigned by the Learning and Development Manager
- Review and edit documentation for clarity, consistency, grammar, formatting, and technical accuracy
- Develop documentation standards and style guides
- Supports continuous improvement initiatives by updating documents as processes evolve
- Assists in assessing training and development needs and program effectiveness
- Embrace Teamwork
- Complete administrative tasks, duties, and reports as required in a timely manner
- Other duties as required by the business and the Learning and Development Manager
- Good attendance, safety, disciplinary, and overall employment records
- Adhere to all company policies and all safety, food safety, feed safety, and sanitation rules and programs

### Qualifications

- High school diploma or GED required
- Minimum of two years of training experience in a formal and/or informal setting
- Minimum of three years of experience of sugar manufacturing or industrial maintenance experience
- Proficient in Microsoft Office Suite for technical documentation, formatting, and revision control
- Experience with computerized maintenance management systems (CMMS) is desired
- Organized with excellent time management skills
- Motivated, willing, enthusiastic, and promotable
- Able to adapt a communication style to suit all stakeholders

### Physical Demands and Expectations

- Able to sit for extended periods of time
- Ability to bend
- Able to lift up to 50 pounds
- Climb stairs and ladders
- Able to work in both a factory and office setting