



Technical Communications Specialist

SUMMARY

This position is responsible for developing parts manuals and other technical publications along with creating appropriate artwork for Cascade products.

ESSENTIAL JOB FUNCTIONS

The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign functions of this job at any time due to reasonable accommodation or other reasons. Job functions include the following and other duties may be assigned.

- Research information from a variety of internal resources and systems for the development and creation of parts manuals and other product support documents. Work closely with Technical Communications Coordinator on prioritization and backlog of incoming manual requests.
- Create artwork and illustrations for technical documents.
- Learn and create 3D CAD imagery to be used in marketing materials.
- Work with technical team and cross-departmentally across global locations to ensure accurate representation of technical data.
- Work with technical team to streamline and improve processes, particularly when it comes to digitizing workflows and documentation.
- Maintain corporate identity and design standards/guidelines globally.
- Assist with company website technical documentation updates and other digital assets as needed.

JOB SCOPE

This position serves as a professional technical communications specialist creating and delivering technical documentation with a focus on parts manuals. General discretion and judgement are exercised routinely in the execution of job duties. If errors in judgement or professional execution of responsibilities are made, it could disrupt customer relationships.

QUALIFICATIONS, EDUCATION, and EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily, safely and in alignment with Cascade's core values. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- AA Degree or equivalent work experience required.
- 5+ years experience in engineering or work creating technical support documentation.
- Proficient editing and proofing capabilities.
- Illustration/design experience required, including art illustration with Adobe Suite (Illustrator, InDesign, Photoshop). Keyshot knowledge a plus.
- CAD modeling skills preferred.
- Proficient in MS Office.
- Can-do attitude with good interpersonal, written and oral communication skills.
- Exceptional time management and organizational skills. Ability to multitask.
- Basic understanding of electronics, hydraulics and programmable controllers.
- Materials handling industry or Cascade product knowledge and mechanical/technical aptitude preferred.