



16185 National Parkway Lansing, MI 48906

[eckhartusa.com](http://eckhartusa.com) Phone: 517 321 7700

## TECHNICAL WRITER

**Department:** Engineering  
**Reports To:** Director of Engineering  
**FLSA Status:** Non-Exempt  
**Updated:** 03.16.2021

Working at Eckhart is an opportunity to directly impact the future of American manufacturing. We strive to improve the lives of the men and women who partner with us by developing and integrating custom engineered manufacturing solutions that enhance life and contribute to improved safety, efficiency, and product quality for our customers.

Eckhart invests in people because we believe it is our people who differentiate our solutions and our company from our competitors. For over 40 years our company has committed dedicated creative minds to conceptualize and design custom manufacturing solutions for industry. Our customers span automotive, aerospace, defense, industrial machinery, commercial construction, household appliances, medical devices, agriculture, and heavy trucks. We thrive solving our customers' most difficult problems and find satisfaction when customers receive safe and efficient turn-key solutions that transform their manufacturing landscapes.

### Description

Eckhart is a premier market leading manufacturing solutions provider to Fortune 500 industrial manufacturers. We are seeking creative minds committed to innovative disruption like artificial intelligence, autonomous guided vehicles (AGVs), additive/3D printing, collaborative robotics, and micro-location spatial positioning. We believe companies that embrace Industry 4.0 will shape the future of how things are made.

From ergonomic lift-assist solutions, that help manufacturers transfer raw material and large components to points of assembly in factories, to turn key fully integrated controls that empower manufacturing companies to identify parts, confirm work sequences, and monitor product quality, our team loves creativity and ingenuity. We work closely with our customers to ensure their design to installation experience at Eckhart is exceptional.

Our design team works with the largest companies in the world to transform how things are made. Having a passion for examining "the way it's always been done" and seeking out a new and better way is a leadership trait we value. This role requires the ability to understand and translate engineering designs into understandable language for non-engineers and to write documentation while still maintaining the desired meaning. Our goal is to exceed expectations and ensure our customers receive an exceptional experience at Eckhart.

### Essential Duties and Responsibilities:

- Creates and revises complex technical documentation to support the marketing, operation, repair, spare parts and maintenance of company products.
- Ensures documents are well written and conform to company and government standards and specifications and language usage principles.
- Creates and revises technical documentation using state-of-the-art publishing software technology including product descriptions, detailed functional descriptions, operating procedures, fault isolation, maintenance and repair procedures, illustrated parts breakdown (IPB), miscellaneous reports, proposals, marketing literature, or other technical documentation pertaining to company products.
- Ensures compliance with customer requirements, government specifications, engineering standards, and language usage principles. Researches and consults with engineering staff on systems and equipment to create and revise technical documentation.
- Analyzes and interprets engineering drawings and other technical data to translate information into technical documentation. May assist project writer with validating written procedures for equipment.

- Ability to comprehend mechanical and controls related drawings to establish operational opportunities for premature wear or failure of made or purchased items. This would also involve the ability to review a tool as built and develop a preventative maintenance plan.
- Evaluates illustrations and graphics to determine how to best utilize them within documentation.
- Requests the creation of new illustrations/graphics or changes to existing illustrations/graphics.
- Ability to write technical documentation of limited scope and complexity, engage in problem solving discussions with cross-functional team members, provide guidance to cross-functional team members, and ensure documents are produced on time.
- Ability to concentrate, attention to detail, and command of the English language.

## **Qualifications:**

To perform this job successfully, an individual must be professional, proactive, and positive. Having a passion for exceptional customer service and support is a must. Being sensitive to the unpredictable demands and uncertainties associated with customer service is a requisite to delivering superior results and exceeding the expectations of very demanding customers.

## **Education and/or Experience:**

Prefer a four-year degree in design, mechanical engineering, manufacturing or a related field or equivalent documented experience. Requires at least two years of experience in technical writing, documentation, and/or graphic design; experience in manufacturing is helpful.

## **Skills Required:**

- MS Office Tools/Suite (Word, Excel, PowerPoint required; Access a plus)
- Adobe Acrobat Professional PDF Software – proficient for use of illustration markups; or use of a similar PDF (electronic) markup tool
- Preference given to individuals proficient in the use of 3D modeling software.
- Mechanical/Electrical/Operator Tech Writer Experience/Knowledge Required, preference given to individuals in the automotive industry.
- Customer Interaction/Customer Service skills required (some positions involve direct customer interface)
- Desire for professional growth as this may lead to other opportunities within our engineering department.
- Open to pursuing roles of increasing levels of responsibility and leadership.
- Strong interpersonal skills
- Good verbal and written skills
- Proven organizational skills
- Ability to prioritize and work with limited supervision
- Ability to explain how and why specific conclusions were reached
- Ability to maintain confidentiality
- Ability to work well under pressure and to remain flexible to changing schedules and demands.