

**Objective** To develop clearly written, accurate, and informative publications which ensure an accurate transfer of information.

**In Brief** Mr. Hobson has over 18 years of experience in development of technical user and training documentation, project management, quality assurance, and configuration management.

**Knowledge and Skills**

- Documentation planning and production
- Technical writing
- Job and task analysis
- Training design and implementation
- Familiar with standard government, military, and commercial specification
- Preparation of Tender Proposals and response to RFTs

**Software Skills**

- Microsoft Word 95, 97 and 2000
- Microsoft Powerpoint
- Visio Professional
- Corel Draw
- Interleaf
- Acrobat
- A good technical understanding of Windows operating environments

**Qualifications**

- Diploma of Engineering (Marine) - ACT TAFE, 1989
- Advanced Certificate of Management - NSW TAFE, 1989
- Certificate of Technology (Marine Engineering) Victorian TAFE, 1981
- Member of Australian Society for Technical Communication

## **Tender and Bid Proposal Experience**

- Ascom Nira – Worked in a team of 3 writers formulating a proposal for submission to the Commonwealth for the Replacement Paging System for Parliament House in Canberra
- Managed Networks – Prepared a tender for submission to the State Government for inclusion on the Government Networking Services supply panel
- CSC – Involved as part of the Proposal Team in 3 major outsourcing proposals
- CSC – Preparation and delivery of several Defence business proposals.

## **Employment History**

**Foxtel (July 2003 to present)** – Currently contracted to develop engineering process and procedural documentation to support the rollout of digital television broadcasting. The processes and procedures form part of the Foxtel Operating Manual.

**Kauri Computing (Apr 2003 to June 2003)** – Developed Help Desk procedures, Disaster Recovery Manual and Application Job Aids for the Server Group at the Royal Bank of Canada - GSA.

**Department of Defence (Jan 2003 to June 2003)** – Conducted a Scoping Study for the Maritime Systems Division to determine the future direction for management of technical publications within the Logistics Support Agency (Navy). Follow up work resulting from the findings of the Study includes identification and assessment of the suitability of existing publications for retention within the Logistic Support Agency (Navy).

**Optus (June 2002 to Feb 2003)** – Preparation of Service Descriptions and Service Level Documentation for Outsourcing and Managed Services marketing personnel. Also involved in preparation of a managed WAN/LAN outsourcing proposal for a major retail organisation.

**Department of Public Works and Services (May 2002)** – Short term contract to produce a proposal for submission to Sydney Water for an Alliance Contract to design, construct and commission Sewerage Treatment Plants.

**Telstra Enterprise Services (February 2002)** – Short term contract to produce a Business Unit Procedure Manual. This manual contains the processes and procedures for the guidance of staff responsible for providing Desktop Outsourcing services to Qantas. Graphical representations of these processes and procedures were developed in Visio and then imported into the Word documents.

**Masterwise (December 2001 – May 2002)** – In association with two other technical writers developed a set of instructional lessons for Microsoft Office products. These lessons, covering Microsoft Word, Excel, PowerPoint, Outlook Express and Internet Explorer are self-paced, project-oriented CBT modules, developed using Lotus ScreenCam. The lessons are essentially for people in the workforce who are wanting to brush up on their skills, or those wishing to learn to use the products as soon as possible.

**Managed Networks (December 2001)** – Prepared a tender for submission to the State Government for inclusion on the Government Networking Services supply panel as Part of Telecommunications Services DITM2000-01. The NSW Government was seeking to establish agreements with a number of suppliers from which Agencies can directly purchase services as required.

**Cable and Wireless Optus (November 2001)** – Contracted to modify and reformat existing manual templates used by the business units. These manuals contain the framework and guidance for staff to enable them to produce consistent quality documentation. The task also involved interviewing Engineers and Business Analysts to enhance the information and material already in these templates. When completed the templates are published and stored in a Document Library on the company's Intranet for use by all employees.

**American Express International (February 2001 to November 2001)** – Contracted to provide technical documentation services to Amex for a new point of sale network rollout. This task involved the production and maintenance of network architecture diagrams developed in Visio, as well as production and maintenance of manuals (developed in Microsoft Word) supporting the setting to work and implementation of the new network.

**Ascom Nira Pty Ltd (September 2001)** – Worked in a team of 3 writers formulating a proposal for submission to the Commonwealth for the Replacement Paging System for Parliament House. This job required the team of writers to gather information from subject matter experts using dictating machines. This information was then transcribed into the proposal documents. The task involved preparing the Quality Plan, Transition Plan, Risk Management Plan and Business Continuity Plan, as well as developing multi-layered Visio network diagrams.

**Vodafone Australia (January 2001 to July 2001)** – Contracted to provide technical documentation services to Vodafone Information Services group. Specific duties included developing network infrastructure diagrams using Visio Professional, preparing RFTs for submission and coordinating the preparation of Powerpoint presentations for senior management. The presentations used transformations and animation to provide management with a visual appreciation of developments within the company.

**Cable and Wireless Optus (July 2000 – January 2001)** – Contracted to produce and maintain Business Unit Procedure Manuals. These manuals, developed in Microsoft Word contain the processes and procedures for the guidance of staff in the Business Unit responsible for providing Data and Communications Outsourcing services to CSC Australia. Graphical representations of these processes and procedures were developed in Visio and then imported into the Word documents. The entire suite manuals was distilled into Adobe Acrobat and were able to be accessed from a graphic developed in Visio which was subsequently distilled and set up with hot links to the individual documents.

**Com Tech Communications (August 2000 – January 2001)** – Contracted to produce communications network graphics (using Visio Professional) for a new communications rollout at Vodafone. During this time was also called on to produce and maintain PowerPoint presentations for Senior Management, as well as edit and format documents (in Microsoft Word) produced by Data Network Group engineers.

**CSC Australia Pty Limited (January 1996 – July 2000)** – Contracted by CSC to develop Hardware Maintenance Manuals for simulator cabinets on the ANZAC Ship Shore Installations Project. Subsequent tasks included writing Product Specifications for the ANZAC and development of a User Manual for a Configuration Management System. The Hardware manuals were produced in WordPerfect with graphics developed in both CorelDraw and IslandDraw. The Configuration Management System was developed in Microsoft Access and my task involved using the system to become familiar enough with it to write the manual. In the course of developing the manual I provided valuable feedback to the database developer, often suggesting enhancements which were later incorporated into the final product.

Developed a User Manual for a Microsoft Access based Billing and Reporting System for FreightCorp coal and grain trains.

Managed the training development and conduct of a Course for a new Financial Accounting Management System for the RAN. This project entailed the development of training control documentation (in the RANTS format), assistance with the development of lesson plans and training materials, as well as sitting in on the initial courses for Quality Control assessment.

Provided technical writing support for two new Defence contracts and the Defence marketing staff in the preparation and delivery of Defence business proposals.

**REFEREES**            Referees can be provided on request.