

[Service Bulletin Technical Writer Job \(paccar.com\)](#)

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Date: May 10, 2023

Location: Kirkland, WA, US, 98033

Company: PACCAR

Service Bulletin Author - Kenworth - This role is located in Renton, WA

Company Information:

PACCAR is a Fortune 500 company established in 1905. PACCAR Inc is recognized as a global leader in the commercial vehicle, financial, and customer service fields with internationally recognized brands such as Kenworth, Peterbilt, and DAF trucks. PACCAR is a global technology leader in the design, manufacture and customer support of high-quality light-, medium-, and heavy-duty trucks under the Kenworth, Peterbilt and DAF nameplates. PACCAR also designs and manufactures advanced diesel engines, provides financial services and information technology, and distributes truck parts related to its principal business.

Whether you want to design the transportation technology of tomorrow, support the staff functions of a dynamic, international leader, or build our excellent products and services — you can develop the career you desire with PACCAR. Get started!

Kenworth Truck Company:

Kenworth Truck Company is the manufacturer of The World's Best® heavy and medium duty trucks. Kenworth is an industry leader in providing fuel-saving technology solutions that help increase fuel efficiency and reduce emissions. The company's dedication to the green fleet includes aerodynamic trucks, compressed and liquefied natural gas trucks, and medium duty diesel-electric hybrids.

Kenworth is currently seeking a Service Bulletin Author, an important Aftersales role directly impacting Kenworth dealers and PACCAR customers in a dynamic, fast-paced environment.

In this role, you will coordinate multiple deliverables across functions and divisions to develop, write, and publish high quality and timely technical bulletins, safety and emission recalls, and other information intended for Kenworth dealer service staff and customers. You will also partner on shared content with Peterbilt.

We are looking for an ideal candidate who possesses mechanical and electrical aptitude, is adaptable, and a self-starter. The candidate should be comfortable with ambiguity and able to thrive in fast-paced, complex environments. They should have a demonstrated ability for self-guided learning, quickly acquiring and applying knowledge and new skills. This position requires someone who can work independently and take initiative to get things done. If you are a fast learner, enjoy being challenged, and can adapt to change easily, this may be the perfect opportunity for you.

Key Responsibilities:

- Write, edit, and coordinate production of service information (written and visual)
- Author and publish documents using PACCAR.net, DITA XML, Photoshop, and Pro-E.
- Research product information based on input from subject matter experts (SME), engineering design, and production, as well as internal and external systems

- Serve as liaison between multiple internal and external groups
- Manage multiple projects simultaneously while meeting deadlines
- Provide technical and administrative support for dealers and customers
- Utilize internal systems (SQL, Tableau, Microsoft Excel and Access or similar) to define customer and vehicle field action populations, and prepare field action cost proposals as needed.

Basic Qualifications

- Clear and concise verbal and written communication
- Mechanical or electrical aptitude
- Strong computer skills
- Strong organizational, project management, and reporting skills
- Ability to work on diverse tasks and projects with minimal guidance
- Strong interpersonal skills and a team player
- Detail oriented

Preferred Qualifications

- Degree in Technical Communications, Engineering, or Automotive/Diesel Technology
- General knowledge of truck systems/components and how they function/interact
- Factory, automotive/truck diagnostic repair, manufacturing, or engineering experience
- Understanding of the dealer service environment and service technician needs
- Experience in automotive electronic circuits and systems
- Experience reading engineering specifications, schematics and drawings
- Project management experience or project management professional certification (PMP)
- Familiarity with publishing via multiple structured topic-based tools such as DITA XML
- Familiarity with Adobe Acrobat Illustrator and Photoshop, and CAD Software

Why work for PACCAR/Kenworth?

- Global Fortune 500 Company with a wide array of growth and development opportunities
- Work alongside experienced goal-oriented colleagues recognized as experts in their fields
- Support and/or design the commercial vehicles of the future with a focus on emerging technologies such as electric and autonomous trucks

As a U.S. PACCAR employee, you have a full range of benefit options including:

- 401k with up to a 5% company match
- Fully funded pension plan that provides monthly benefits after retirement

- Comprehensive paid time off – minimum of 10 paid vacation days (additional days are provided with additional seniority/years of service), 12 paid holidays, and sick time
- Tuition reimbursement for continued education
- Medical, dental, and vision plans for you and your family
- Flexible spending accounts (FSA) and health savings account (HSA)
- Paid short-and long-term disability programs
- Life and accidental death and dismemberment insurance
- EAP services include wellness plans, estate planning, financial counseling and more

Additional Job Board Information

At PACCAR, we value talent and promote growth and development. We carefully consider numerous compensation factors including education, training, or experience. The salary range for Service Bulletin Author is \$72,200-\$108,000. This position is also eligible for a holiday gift. Additionally, this role is eligible for the full range of benefit options listed above.

PACCAR promotes equal employment opportunities by implementing policies and practices that ensure employees and applicants are not discriminated against because of their race, color, religious creed, national origin, ancestry, sex, gender, gender identity or expression, sexual orientation, age, mental or physical disability, medical condition, genetic information, military or veteran status or other legally protected status. This applies to recruitment, selection, placement, promotion, termination, rates of pay, and other conditions of employment.

Nearest Major Market: Seattle

Nearest Secondary Market: Bellevue

Job Segment: Gas, Gas Technician, Technical Writer, Graphic Design, Developer, Energy, Technology, Creative

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