

Need a technical writer who knows the mining business?

I am a technical writer with an extensive background in the mining, energy, IT and government sectors. I started my career as an engineer and then transitioned into an engineering writer. I often deal with projects that the average technical writer finds too challenging, especially those involving complex engineering, computational or compliance processes.

As a professional writer, I am skilled at analysing the needs of different audiences and developing content that meets their needs. As an engineer, I am skilled at understanding the complexities of IT, engineering and regulatory systems.

I have trained and mentored more than a thousand engineers, analysts, geoscientists and business managers on how to improve their report-writing skills and the basics of grammar, punctuation, presentation and writing style.

I possess excellent writing and presentation skills, honed by years of experience in producing specifications, manuals, process documentation, training systems, presentations, and online help systems for government agencies and IT, engineering, and natural resources companies in Australia, the UK, and the USA.

I am fluent in all **Microsoft Office** products, including **SharePoint** and **Visio**. I am an expert user of Adobe **FrameMaker** and **RoboHelp**, and a frequent user of Adobe technical development tools, including Acrobat, Illustrator, and Captivate. I am an expert user of the **WebWorks ePublisher** publishing solution. I am experienced in single-source publishing for printable and online content; the structure and design of effective training systems; the processes of designing and managing documentation systems; the application of documentation standards, including **ITIL** and **ISO 9001**; and the process of editorial review.

Tim McAuley

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technical writer

Specialist roles

Mining industry specialist

Total commercial experience: more than 15 years

I have worked as an engineer on ore reserves, geotechnical, mine design, mine production, and long-term planning studies for both open-pit and underground mines in Australia, South Africa, North America, and South America producing precious metals, diamonds, copper, lead-zinc, bauxite, coal, and limestone. I understand the terminology and the technology of mining. This experience allows me to quickly grasp the content of technical reports and contribute as a mining specialist.

Compliance specialist

Total commercial experience: more than 10 years

I have a detailed working knowledge of the JORC Code and ASX Listing Rules and their application to statements of mineral resources and ore reserves at the varied levels of confidence relevant to scoping studies, pre-feasibility studies, and bankable feasibility studies.

Energy industry specialist

Total commercial experience: 7 years

I have completed numerous assignments as technical writer, editor and trainer for AEMO, Aurora Energy, APA, TasNetworks, TransGrid, and EnergySafe Victoria. Through these projects, I have gained a detailed understanding of the workings of gas and electricity markets and transmission, distribution and retail systems in Victoria, Tasmania, NSW, South Australia and Queensland.

Regulatory specialist

Total commercial experience: 5 years

Whether preparing a business process for an electricity distribution business or writing an environment effects statement for a mining project or developing training materials for enforcement officers, understanding the legislative and regulatory framework is an essential part of the job. Through my work in the energy and mining sectors, I have described the impact of legislation on the operators of energy markets, I have prepared ministerial briefing papers, I have translated regulations into procedures and business processes for both government agencies and industry participants, I have described the powers and obligations of enforcement officers, and more.

Technical writer: help systems and user guides

Total commercial experience: more than 10 years

Many of the software developers that I encounter are dissatisfied with the quality of their help and user documents and have despaired of ever finding a writer that can deliver effective and professional user guides and help projects. In every job I have worked on, the products I have delivered have been enthusiastically praised. The difference I bring to a help project is that I take the time to understand and use the product before I attempt to tell users how they should be using it. Sounds simple, but most technical writers do not know the first thing about the products they are documenting. My approach results in help topics that are rich in detail and relevant to the task that the user is attempting to perform.

Trainer: effective business writing

Total commercial experience: 7 years

This writing course equips managers, engineers, and technical staff with the rules and guidelines for writing professional and effective technical reports, proposals, and other business documents. The course is delivered in three 4-hour modules.

Experience at a glance

Mining

AMC—mining consultants: valuation reports, technical reports, training

Australian Zircon—mining company: feasibility study, environment effects statement

Elementos—mining company: pre-feasibility study, scoping studies, ASX announcements

Ivanhoe Australia—mining company: technical papers

Pitney Bowes Software (US)—GIS: magazine article

Ramu NiCo (PNG)—mining company: plant operator SOPs, TNA and training guides

Energy

AEMO—gas and electricity market guides, business processes, media releases, training systems, annual report, business planning and strategy papers

Aurora Energy—electricity distribution business procedures, process maps and work instruction

APA Group— gas pipeline control procedures

Energy Safe Victoria—enforcement and compliance training system, code of practice

TasNetworks— electricity asset management procedures and installation standards

TransGrid— electricity transmission pricing procedures, writing improvement program

IT

AEMO—gas market IT systems: online help, user guides, IT operations manuals

Australia Post—bulk mail IT systems: online help and user guides

Bottomline Technologies (US)—document management: desktop help and user guides

HiSoftware (US)—SharePoint security and compliance solutions: online help and user guides

Pitney Bowes Software—GIS and geological software: desktop help and user guides

Tensor Research—Geophysical software: desktop help and user guides

Training

AEMO—writing improvement program, incident report-writing workshop, gas market industry training materials and delivery, competency-based learning system for gas operations engineers

AMC—writing improvement program, individual tutoring

Australia Post—bulk mail industry training materials and delivery

EnergySafe Victoria—enforcement and compliance training system

Ramu NiCo (PNG)—plant operator TNA and training framework

TransGrid—writing improvement program

Victoria University—effective business writing courses

Qualifications and skills

- Bachelor of Engineering (Mining), University of Melbourne
- Proficient user of **Microsoft Office** (Word, Excel, PowerPoint), **Visio**, **RoboHelp**, **FrameMaker**, **Contribute**, **Captivate**, **Acrobat**, **Illustrator**, and **WebWorks** ePublisher.

Personal profile

I have performed many different roles over my commercial career; whatever the role, the common thread has been the presentation and transfer of information and ideas. My qualities are:

- I get the job done, and I know what a deadline is.
- I consistently exceed the expectations of my clients.
- My writing is clear and precise.
- I quickly grasp complex concepts and enjoy the challenge of learning new technologies.
- I have a flair for design and composition.
- I work effectively in a team with minimal supervision.

Recent projects

2015

Client: TasNetworks, Hobart, Australia
Project: Service and Installation Rules
Industry: Energy
Date: September 2015
Deliverables: Business procedures and installation standards
Tools: Microsoft Office
Description: Overhaul and update existing transmission and distribution asset management documentation to reflect current practice and develop a comprehensive set of standards to enable electrical installations to be outsourced.
Contact: Darryl Munro, Asset Management Lead, TasNetworks

Client: Pitney Bowes Software, Sydney, Australia
Project: User Guides and Online Help
Industry: IT, GIS, Mineral Exploration
Date: 2009–2015
Deliverables: User guides and desktop help
Tools: MS Word, FrameMaker, and WebWorks ePublisher
Description: Update and republish over 5,000 pages of user documentation for new releases of PBS software.
Contact: Nigel Lawrence, Software Project Manager

Client: HiSoftware Inc, Nashua NH, USA
Project: Sheriff product suite
Industry: IT
Date: 2011–2015
Deliverables: Online context-sensitive help and user guide
Tools: Adobe FrameMaker, WebWorks ePublisher, RoboHelp
Description: Develop system and administrator documentation for web and SharePoint security and regulatory compliance solutions. Design FrameMaker and WebWorks templates to match the Microsoft SharePoint look-and-feel.
Contact: Rod Bernabe, Project Manager

Client: Elementos, Brisbane, Australia
Project: Cleveland Project Open Pit and Underground Scoping Studies
Industry: Mining
Date: August 2015
Deliverables: ASX announcements
Tools: Microsoft Office
Description: Prepare announcements to the ASX for open-pit and underground scoping studies.
Contact: Tim McManus, CEO, Elementos Ltd

Client: APA Group, Melbourne, Australia
Project: IOC
Industry: Energy
Date: November 2014 – September 2015
Deliverables: Business procedures, process maps and work instructions
Tools: Microsoft Office
Description: Develop a complete set of business procedures, encompassing day-to-day operations, SCADA, scheduling gas flows, emergency response, monitoring gas quality, pipeline integrity, business continuity, change management, security, and more.
Contact: Jay McEvoy, IOC Project Manager, APA

Client: Elementos, Brisbane, Australia
Project: Cleveland Tailings Project Pre-feasibility Study
Industry: Mining
Date: July – August 2015
Deliverables: Pre-feasibility study and ASX announcements
Tools: Microsoft Office

Description: Report editor responsible for the structure, style, quality, and presentation of the Cleveland Tailings Pre-feasibility Study report and associated announcements to the ASX.

Contact: Tim McManus, CEO, Elementos Ltd

Client: Tensor Research, Sydney, Australia

Project: User Guides and Online Help

Industry: IT, Geophysics

Date: May 2015

Deliverables: User guides and desktop help in .FM, .PDF, and .CHM formats

Tools: MS Word, FrameMaker, and WebWorks ePublisher

Description: Rebrand, update and republish user documentation for ModelVision geophysical modelling software.

Contact: Kerryn Parfrey, Software Manager

Client: TransGrid, Sydney, Australia

Project: Transmission Pricing Procedures

Industry: Energy

Date: November 2014 – May 2015

Deliverables: Transmission pricing procedures and work instructions

Tools: Microsoft Office

Description: Overhaul and update existing documentation to reflect current practice and changes to regulatory framework around NSW transmission pricing.

Contact: Vu Thanh, Transmission Pricing Manager, TransGrid

Client: Ramu NiCo Management, Madang, PNG

Project: KBK plant operator training needs analysis and framework

Industry: Mining

Date: April 2015

Deliverables: Mine plant operator TNA and training framework

Tools: Microsoft Office

Description: Ramu NiCo's human resources policy prioritises the employment of residents of the local Usino-Bundi region at KBK. Tim conducted a training needs analysis (TNA) for mine plant operators at the Kurumbukari mine in the Madang Province in PNG. Using the TNA, Tim then developed the framework for the training program to the standards set by the PNG National Training Council in its National Training Quality Framework (NTQF). The training program will be developed and delivered to local PNG employees during 2015.

Contact: John Rosser, Deputy General Manager Human Resources

2014

Client: AMC Consultants, Melbourne, Australia

Project: Consulting services brochures

Industry: Engineering, Mining

Date: September 2014

Deliverables: Textual content of corporate brochures

Tools: Microsoft Word

Description: Identify key messages for each service area (mine planning, geotechnical, geological, corporate, mineral resources, etc.) and develop textual content to clearly deliver these messages to potential clients.

Contact: Joy Rollason, Company Secretary

Client: Energy Safe Victoria, Melbourne, Australia

Project: VEC Code of Practice

Industry: Energy

Date: August–September 2014

Deliverables: Code of practice for electrolysis mitigation and cathodic protection

Tools: Microsoft Office

Description: Review and overhaul current code of practice for cathodic protection and electrolysis mitigation, including template migration, restructuring, reformatting, and copy-editing.

Contact: Graeme Cook, Executive Manager GPIS, Energy Safe Victoria

Client: TransGrid, Sydney, Australia
Project: Writing Improvement Program
Industry: Energy
Date: April 2014
Deliverables: Writing skills training
Tools: Microsoft Office
Description: Deliver a 3-day training program to 30 engineers and analysts.
Contact: Geoff Eldridge, Planning Systems Engineer, TransGrid

Client: EnergySafe Victoria, Melbourne, Australia
Project: Enforcement and Compliance Training
Industry: Energy
Date: November 2013 – March 2014
Deliverables: Training slides, instructor's notes
Tools: Microsoft Office
Description: Develop training system in PowerPoint to introduce ESV's enforcement and compliance officers to its E&C policy, strategy and field manual.
Contact: Graeme Cook, Executive Manager GPIS, EnergySafe Victoria

Client: Australian Zircon, Adelaide, Australia
Project: WIM150 Mineral Sands Project
Industry: Mining
Date: September 2013 – March 2014
Deliverables: Environment effects statement
Tools: Microsoft Office
Description: Report editor responsible for the structure, style, quality, and presentation of an environment effects statement (EES).
Contact: Andrew Reeves, WIM150 Project Manager, Australian Zircon NL

2013

Client: Aurora Energy, Hobart, Australia
Project: FRC Compliance Project—Distribution Billing
Industry: Energy
Date: August–December 2013
Deliverables: Business procedures, process maps and work instructions
Tools: Microsoft Office
Description: Research and develop documentation for Aurora's electricity retailer B2B billing system and associated new business processes.
Contact: Stephen Wilson, Billing Manager, Aurora Energy

Client: Pitney Bowes Software, Sydney, Australia
Project: Social Licence to Operate
Industry: Mining, Mineral Exporation, Energy, GIS
Date: July 2013
Deliverables: Article for *Position* magazine
Tools: Microsoft Office
Description: Ghostwriter for a 2,000 word positioning article on "social licence to operate" (SLTO) in the mining and energy industries.
Contact: Dan Haigh, Natural Resources Sector Manager, PBS

Client: Australian Zircon, Adelaide, Australia
Project: WIM150 Mineral Sands Project
Industry: Mining
Date: May–July 2013
Deliverables: Bankable feasibility study
Tools: Microsoft Office
Description: Report editor responsible for the structure, style, quality, and presentation of a 750-page bankable feasibility study (BFS).
Contact: Andrew Reeves, WIM150 Project Manager, Australian Zircon NL

Client: Aurora Energy, Hobart, Australia
Project: FRC Compliance Project—UMS
Industry: Energy
Date: January–August 2013
Deliverables: Business procedures, process maps and work instructions

Tools: Microsoft Office
 Description: Research and develop documentation required to meet AEMO certification requirements for Type 7 meters. Project involved business stakeholder interviews to document the as-is business processes and then create the to-be processes to meet the specifications and requirements of the FRC market systems.
 Contact: Warren Brooks, FRC Project Business Liaison, Aurora Energy
 Client: AMC Consultants, Melbourne, Australia
 Project: Documentation audit
 Industry: Engineering, Mining
 Date: June 2011 – March 2013
 Deliverables: Audited PDFs, scoresheets, and performance charts
 Tools: Adobe Reader X
 Description: Implement a monthly auditing program that assesses and scores the company's document output. Writers are provided with a marked-up version of the PDF containing all errors and warnings with references to the relevant rule or guideline in the corporate style guide. Management receives regular reports on the quality and effectiveness of its documents, reported by office and business unit.
 Contact: Joy Rollason, Company Secretary

pre-2013

Client: Australian Energy Market Operator, Melbourne, Australia
 Project: Technical Guide to DWGM
 Industry: Energy, Government
 Deliverables: Technical Guide to Victorian Declared Wholesale Gas Market

Client: Australian Energy Market Operator, Melbourne, Australia
 Project: WebExchanger User Guide
 Industry: Energy, Government
 Deliverables: WebExchanger User Guide

Client: Ivanhoe Australia Ltd, Melbourne, Australia
 Project: Technical Papers for AusIMM Publication
 Industry: Mining
 Deliverables: Print-ready copy

Client: Australian Energy Market Operator, Melbourne, Australia
 Project: Competency-Based Learning (CBL) System
 Industry: Energy, Government
 Deliverables: CBL training resources

Client: Australian Energy Market Operator, Melbourne, Australia
 Project: Gas System Operations Manual
 Industry: Energy, Government
 Deliverables: Gas operations manual

Client: Australian Energy Market Operator, Melbourne, Australia
 Project: Queensland STTM
 Industry: Energy, Government
 Deliverables: Market guides, business process manuals, system user guides, systems operations manuals, programmer's guides, training manuals

Client: AMC Consultants, Melbourne, Australia
 Project: Mentoring
 Industry: Engineering, Mining
 Deliverables: One-on-one tutoring of engineering staff.

Client: Victoria University, Melbourne, Australia
 Project: Effective Business Writing Course
 Industry: Education
 Deliverables: Skills training

Client: Australian Energy Market Operator, Melbourne, Australia
 Project: Corporate Communications
 Industry: Energy, Government
 Deliverables: Annual Report, Business Plan, media releases, and strategy papers.

Client:	Australian Energy Market Operator, Melbourne, Australia
Project:	Training Materials, STTM
Industry:	Energy, Government
Deliverables:	Training manuals and course materials
Client:	Australian Energy Market Operator, Melbourne, Australia
Project:	Market Guides, STTM
Industry:	Energy, Government
Deliverables:	Industry Guide, Technical Guide, System Recovery Guide
Client:	MapInfo, Melbourne, Australia
Project:	Local Government Brochure
Industry:	Marketing, IT, Local Government
Deliverables:	Themes and written content
Client:	Pitney Bowes Business Insight, Sydney, Australia
Project:	Corporate Brochure
Industry:	Marketing, IT, Natural Resources
Deliverables:	Themes and written content
Client:	AMC Consultants, Perth, Australia
Project:	Technical Report Editor
Industry:	Engineering, Mining
Deliverables:	Copy-editing and editorial services
Client:	AMC Consultants, Melbourne, Australia
Project:	Training Course for Technical Writers
Industry:	Engineering, Mining
Deliverables:	Online training resources and delivery of training
Client:	HiSoftware Inc, Nashua NH, USA
Project:	User Guide Template
Industry:	IT
Deliverables:	MS Word and Robohelp templates for online help
Client:	Bladerider International, Melbourne, Australia
Project:	ERP Implementation and Training, Business Process Analysis
Industry:	Manufacturing
Deliverables:	Business process documentation and end-user training
Client:	Australia Post, Melbourne, Australia
Project:	e-LMS v2.0 User, Technical and Business Process Documentation
Industry:	IT, Postal
Deliverables:	End-user and system administrator documentation, operator training and train-the-trainer materials

Contact details

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