

Document Automation Technician – Open Position

Send your resume to careers@tensis.com

Tensis is an Australian SaaS provider in the document automation space. We have a large presence in the Australian legal industry and ambitions to take our product global and into new industries.

Part of our flagship product [Smarter Drafter](#) is a large suite of automated documents and forms for the legal profession. New precedents and practice areas are constantly being developed and automated in response to market requirements.

We are looking for a Document Automation Technician to assist in building and maintaining our document library. The candidate will liaise closely with our Head of Content & Enablement and our Knowledge Lawyer to ensure the ongoing development and automation of our precedents. The role also requires collaboration with the Product and Development teams.

You will have:

- 4+ years of legal administrative experience at a law firm
- Strong Microsoft Word formatting and styling skills
- Experience working in a team to achieve great outcomes for clients
- Excellent communication skills
- Solid analytical skills and the ability to prioritise
- A keen interest in technology and helping to improve the performance of the product
- Document automation experience highly desirable

In this role you will:

- Work with the Content team to maintain and update the existing legal document library
- Create and automate new documents
- Conduct testing on both your documents and documents developed by other team members
- Update Content team records with all document developments (e.g. precedents index)
- Review queries from users (our law firm clients) and work with the Customer Success team and Chief of Product to troubleshoot and resolve
- Ensure release deadlines are met regarding both legislative cut-offs and commitments to clients
- Provide feedback and suggestions to the Product and Development teams to help improve the user experience and product functionality
- Check for legislation changes and form updates
- Assist in the development of project plans relating to legal content