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| Job Title: | Technical Writer 4 | Req No./Job Code: | 487626 |
| Department/Group: | PA Dept of Agriculture | Rate/Hr: | 33.97 |
| Start Date: | 01/30/2017 | End Date: | 06/30/2017 |
| Submission Deadline: | 01/17/2017 |  |  |

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| Special Notes: (if applicable) |  |

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| Job Description |
| The Technical Writer develops and maintains user and technical documentation and project process documentation for Application Teams. Technical Writer understands the user’s view of applications and/or technology and is able to put procedures in a logical sequence. The experienced Technical Writer provides expertise on technical concepts of applications and /or user groups and structuring procedures in a logical sequence, due to a broad understanding of the applications within their Tower.Role Description:• Ensures work remains within the agreed project scope.• Coordinates work with other Lead Technical Writers as appropriate.• Coordinates and procure the required skills and techniques required by the• Application Teams for documentation needs.• Communicates accurate and useful status reports to Group Lead and other management on a timely basis.• Anticipates, identifies, tracks, and resolves issues and risks affecting own work and work of the Application Team.• Develops contingency plans as necessary.• Manages expectations of the Technical Writers’ internal and external customers.• Defines documentation quality standards as needed.• Conducts post project reviews and quality assessments.• Ensures that defined processes are followed.• Communicates related improvement measures to the team.• Communicates clearly to Technical Writers their goals, organizational philosophies, policies and procedures.• Reviews and approves procedures for use of on-line documentation tools as appropriate.• Identifies business and technical documentation needs not currently addressed.• Manages Technical Writer.• Owns documentation libraries and subscription lists.• Promotes the need for developing and using standard documentation for all processes within the organization.• Performs detailed reviews of interim and final tasks as appropriate.• Oversees processing of service requests.• Manages, deploys, and schedules Technical Writer activities.• Develops and manages short and long-term documentation plans and schedules.• Understands work requests/needs within Application Teams• Manages the accomplishment of delivery metrics in support of contractual obligations in the areas of service delivery, on time performance.• Works with Team Leads and Group Leads to set documentation goals.• Reviews and prioritizes documentation service requests.• Determines procedures for use of on-line documentation tools and version control documentation as appropriate.• Assists or guides other Technical Writer as needed to develop and maintain user and technical documentation for their assigned applications.• Educates both business and technical groups on the essential need for developing and using standard documentation for all processes.• Organizes and prepares work effectively to facilitate proactive resolution of problems, rather than reactive.• Researches problems before approaching Lead Technical Writer or Team Lead for assistance.• Assists the Application Team Lead in monitoring budget by providing estimated-time- to-complete and actuals for assigned tasks.• Identifies and makes recommendations around documentation and templates needed by the Application Teams.• Works with users and other State personnel to ensure that the solutions meet State business requirements.• Identifies and initiates continuous improvement opportunities.• Directs the development of accurate estimates for documentation requests/activities as required• Develops options and recommendations to assist documentation team members in resolving issues.• Leads efforts in developing and facilitating implementation of the Documentation team goals and metrics.• Develops workable, practical, measurable work plans defining activities, schedules and tasks with Team Leads and the Lead Technical Writer• Reviews and understands the Application Teams work plan.• Anticipates and resolves issues specific to the team.• Determines time estimates and schedule for own work and resolve issues in a timely manner.• Identifies and tracks issues, risks and action items.• Develops, enhances, and maintains user documentation for multiple applications including documentation required for the operations provider.• Develops on-line source documentation as appropriate.• Maintains documentation libraries and subscription lists.• Identifies, creates, revises, and maintains documentation and templates needed by the Application Teams.• Ensures appropriate control access/use of documentation materials.• Maintains application and user documentation.• Ensures messages and terminology is consistent across all written materials.• Researches and completes documentation service requests.• Communicates and works with customers and other Client Telecommunications personnel as necessary.• Works with Application Team members to enhance their understanding of end-user and technical documentation.• Communicates accurate and useful status updates.• Manages and reports time spent on all work activities.• Follows quality standards.• Able to work in a team environment• Completes assigned tasks.• Strong communication skills; both written and spokenDirect experience with and/or developing response documents with the following would prove to be most useful:• The creation and day to day administration/support of a SharePoint site to be used as Tier 0 support for Agriculture employees and contractors• Demonstrated experience in creating and maintaining both help desk and end user processes and procedure documents for use as Desk Manuals and Tier 0 help Desk Support (Self Help)• Demonstrated expertise and support of Microsoft Windows 7 and Windows 10• Demonstrated expertise and support of the following Desktop Applications* Microsoft Office 2010
* Microsoft Office 365
* Microsoft Word, Excel, Powerpoint, Access, Internet Explorer, Project, Visio
* Adobe Acrobat DC and Adobe Pro
* Adobe Creative Cloud
* Create various application support manuals for in house applications
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| **Summary Required Skills (\*\* Must be reflected on Resume\*\*)** |
| 4 year college degree or equivalent technical study | Highly Desired |
| Developing, enhancing, and maintaining technical documentation | 7 years |
| Demonstrated expertise and support of Microsoft Windows 7 and Windows 10 | Required |
| Demonstrated experience in creating and maintaining both help desk and end user processes and procedure documents for use as Desk Manuals | Required |
| Creation of various application support manuals for in house applications | Required |
| Demonstrated expertise and support of Microsoft Office 2010, Microsoft Office 365, Microsoft Word, Excel, Powerpoint, Access, Internet Explorer | Required |
| Demonstrated expertise and support of Project, Visio, Adobe Acrobat DC, Adobe Pro and Adobe Creative Cloud. | Required |