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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 spoken  Direct 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 |