Job Title: Technical Writer 3
Requisition Number: 476792
Submission Deadline: 10/18/2016
Rate/hr: 30.47
Department: PHRC - PA Human Relations Comission
Start/End: 10/31/2016-03/17/2017

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:
• 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

Knowledge and Experience Required:
Developing enhancing maintaining Technical Documentation-5yrs
Advanced MS Word - 5yrs
Creating and writing technical training manuals - 5 yrs

Nice to have but not required:
MS Dynamics CRM
Developing and writing test cases
Understanding of business process flow diagrams