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