

Technical Writer

Description

Organize and write concise, reader-friendly documentation including Operating Standard (OS), Standard Operating Procedures (SOPs), system use manuals, business process manuals, and disaster recovery manuals. Assess documentation needs at the Benefit Service Center, Inc. with respect to business compliance for SAS 70 or ISO 9001 Certification. Administer and extend the established document review and approval procedures with a strong emphasis on usability and consistency. Arbitrate communications between software developers, on-site staff and management to establish business needs. Candidate must be highly proficient in standard business tools for information mapping, software development and MS Office Suite.

Duties and Responsibilities

- Communicate with end users and developers to identify business documentation needs
- Organize and write supporting documents for software and client processes
- Select or create appropriate photographs, drawings, diagrams and charts to increase users' understanding
- Collect and organize usability feedback of existing systems and suggest improvements to development staff
- Serve as liaison between different departments to communicate business needs.
- Create operating instructions, how-to manuals and F.A.Q. pages for relevant systems and various audiences.
- Integrate documentation with an online capacity and use web technologies including graphics, sound and/or videos to enhance information delivery.
- Conduct research on existing problems using all available resources and propose complete solutions to senior staff for approval.
- Standardize and organize existing technical documentation

Additional Desired Responsibilities

- Provide minimal computer support services to on-site staff such as help desk, desktop hardware upgrades and basic troubleshooting.
- Monitoring disaster recovery software and notifying appropriate parties if intervention is needed. Identify potential pitfalls with data recovery and propose solutions.

Minimum Experience

5 years technical writing with demonstrated variety on subject matter

3 years programming

2 years computer systems and technical support

Bachelor's degree or technical writing certificate

Desired Computer Skills

Networking: Active Directory, Exchange, SFTP/FTP protocol

Operating Systems: Windows XP, 7. Windows Server 2003+

Virtualization: Familiarity with VMWare server and associated tools

Backup: Acronis, Veeam Backup & Replica

Programming: Object-Oriented Programming, XAML, Silverlight, ASPX

A PLUS if familiar with: Wiki creation, Acrobat Pro, Adobe InDesign, Photoshop, Dreamweaver, VB.Net, Visual Studio 2008, Team Foundation, WordPress, Joomla, iOS, Javascript, Unix Administration, LDAP.