

Position Title **Technical Writer-Mid**

**Experience: 6 Years' experience editing documents.**

**Duties: Researches, writes, and edits materials for related reports, manuals, briefs, proposals, instructional material, catalogs, technical publications, and/or software and hardware documentation. Obtains technical data from independent observation, review with technical staff members, and/or studies of published materials and existing documentation. Interfaces with users, specialists, analysts, programmers, etc., to obtain background information of technologies, methods, and standards. Revises text and recommends changes in scope, format, and content to ensure conformance with established standards. May edit, standardize, or make changes to material prepared by other writers. Performs final quality assurance on all materials.**

**Location: This is a remote role, but the person should be local to the DMV metro area as the requirement may change, at some point, to a 2-day minimum in the office.**

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**Job Summary :** We are seeking an IT Technical Writer responsible for researching, writing, and editing materials for related IT processes, plans, procedures, work instructions, knowledge articles, reports, manuals, briefs, proposals, instructional material, catalogs, technical publications, and/or software and hardware documentation. Obtains technical data from independent observation, review with technical staff members, and/or studies of published materials and existing documentation. Interfaces with users, specialists, analysts, programmers, etc., to obtain background information of technologies, methods, and standards. Revises text and recommends changes in scope, format, and content to ensure conformance with established standards. May edit, standardize, or make changes to material prepared by other writers. Performs final quality assurance on all materials.

**Desired Skills:**

Able to facilitate IT service management, project lifecycle, and business process related discussions with peers and customers. Skilled with typical Office 365 software, ability to create/edit Visio workflows, identify process bottlenecks, gaps and potential improvements in document content. ITIL Foundations v3 or 4 and some project lifecycle (waterfall/agile) training preferred. Desire 1-2 years of experience creating/editing IT project lifecycle based documentation and/or documentation supporting IT service management related documentation changes for IT engineering, operations, support, and program management.

**Education and Training Requirements:**

6 Years of experience and proficiency in writing and editing documents. A Bachelor's degree in English, Literature, or other related discipline. With a Master's Degree (in the fields described in Minimum Education): one year of specialized experience. With at least nine years is specialized, no degree is required. At least 2 years supporting IT Operations or IT related content.

**Knowledge and Skills Requirements:**

Highly motivated, self-directed and responsible. Effective communicator, relationship builder, writer, and editor. Ability to ascertain information about current organizational processes and how to go about organizing and capturing IT Service Management practices and Technical Operations procedures. Identify concept solutions and work with cross-functional resources to analyze program information, quality check artifacts, and deliver agreed to client requirements on time. Detail-oriented. Ability to understand technical conversations, ask appropriate questions to uncover gaps and bottlenecks, and lay out logical ordering of steps to achieve smooth completion or modification of the documentation. Ability to document and/or quality check operational processes, procedures, knowledge, and client deliverables.

*Note: Candidate must be a U.S. citizen or green card holder who has resided in the U.S. for at least 3 years and has the ability to obtain a public trust*