



# Terrebonne Parish Consolidated Government

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## JOB DESCRIPTION

**POSITION TITLE.....:** Lead Technical Writer  
**DEPARTMENT.....:** Finance  
**DIVISION.....:** Information Technology  
**CLASSIFICATION/GRADE.....:** Lead Technical Writer/209  
**REVISED.....:** 12/2014  
**REPORTS TO.....:** Development Supervisor  
**REVIEWED.....:** 07/2017  
**WAGES.....:** Salary

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### **SUMMARY:**

Under the direct supervision of the Development Supervisor, the primary responsibility of this position is to create and maintain in-depth, complex IT documentation and to translate technical and/or complicated information into clear, concise documents appropriate for various target audiences. Responsible for directing and monitoring the work performed by team members. Performs all duties listed under BASIC FUNCTIONS.

### **BASIC FUNCTIONS:**

1. Lead all aspects of creating, managing, editing, and updating documentation for all in-house developed software.
2. Assist writers with documentation process and standards.
3. Work with development team and end users to create and maintain technical, instructional and operational documentation for multimedia, paper, and web based publications. Documentation includes online help, user guides/manuals for software applications, design specifications, system manuals, project plans etc.
4. Interview subject matter experts and technical staff to collect information, prepare written text, and coordinate layout and material organization.
5. Research and interpret technical and functional requirements.
6. Translate technical and/or complicated information into clear, concise documents for various target audiences.
7. Work with development team members through the complete process of creating a draft to producing a finished document for final publication.
8. Advise Development Supervisor of timing estimates for all work performed by team.
9. Ensure consistency among authors and eliminate redundancy, awkward construction, wordiness, and jargon in written documents.
10. Deliver high quality, technically accurate product documentation by proofreading, editing, and formatting in a timely fashion.
11. Prepare professional quality presentation and training materials for meetings.
12. Provide guidance, assistance, and training to team members as needed.

### **OTHER REQUIREMENTS:**

1. Excellent technical writing skills and ability to peer review technical documents for grammar, content, and writing styles.
2. Strong team player and possess a willingness to share knowledge.
3. Detail-oriented, excellent follow through, ability to multitask, manage projects and workflow, and work well under tight deadlines in a fast-paced environment.

4. Ability to work independently or as part of a team.
5. Superior communication (verbal and written), organizational, analytical, and interpersonal skills.
6. Demonstrate capabilities for creativity and innovation in written and presentation skills.
7. Must obtain and maintain security clearance through Houma Police Department's background investigation.
8. Must have a valid Louisiana Driver's License.

**EDUCATION/EXPERIENCE:**

1. Expert proficiency with Microsoft Office suite (especially Word), Adobe Acrobat, and graphics software.
2. Familiarity with the documentation writing process including researching, scoping, writing, screen captures, and technical reviews.
3. Bachelor's degree in English, Journalism, Marketing, or Computer Science from an accredited college/university, or related discipline. Consideration will be given to equivalent experience.
4. Minimum of five years of technical writing experience with at least three of those years as a team leader preferred.