



Terrebonne Parish Consolidated Government

JOB DESCRIPTION

POSITION TITLE.....:	Technical Writer
DEPARTMENT.....:	Finance
DIVISION.....:	Information Technology
CLASSIFICATION/GRADE.....:	Technical Writer/206
REVISED.....:	10/2020
REPORTS TO.....:	Documentation Team Leader
REVIEWED.....:	10/2020
WAGES.....:	Exempt (Salary)

SUMMARY:

Under the direct supervision of the **Documentation Team Leader** and part of the **Development Section**, 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 audiences. Performs all duties listed under BASIC FUNCTIONS.

BASIC FUNCTIONS:

1. Work with developers 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.
2. Interview subject matter experts and technical staff to collect information, prepare written text, coordinate layout, and organize material.
3. Research and interpret technical and functional requirements.
4. Translate technical and/or complicated information into clear, concise documents for various target audiences.
5. Work with development team members through the complete process of creating a draft to producing a finished document for final publication.
6. Ensure consistency among authors and eliminate redundancy, awkward construction, wordiness, and jargon in written documents.
7. Deliver high quality, technically accurate product documentation by proofreading, editing, and formatting in a timely fashion.
8. Assist in preparing professional quality presentation and training materials for meetings; prepare and distribute agenda, minutes, and handouts.
9. Assist departments with text writeups and formatting for various deliverables, including utility bill inserts, forms, web announcements, PowerPoint presentations, etc.
10. Research community events and communicate with individuals and agencies to update the tpcg.org community calendar, news, and homepage.
11. Create various types of graphical documents and images, including infographics, flyers, quick-start guides, web images, etc.

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. Ability to adapt and cater written and verbal communication to various audiences.
7. Demonstrate capabilities for creativity and innovation in written and presentation skills.
8. Ability to accept constructive criticism.

9. Must obtain and maintain security clearance through Houma Police Department's background investigation.
10. Must have a valid Louisiana Driver's License.

EDUCATION/EXPERIENCE:

1. Expert proficiency with Microsoft Office suite (especially Word), Adobe Acrobat, and graphics software (preferably Adobe Photoshop, InDesign, or Illustrator).
2. Familiarity with the documentation writing process including researching, scoping, writing, screen captures, and technical reviews.
3. Bachelor's degree in English, Journalism, Marketing, General Studies, or Computer Science from an accredited college/university, or related discipline. Consideration will be given to equivalent experience.
4. One to two years of technical writing experience is preferred.