TECHNICAL WRITER

Finance | Information Technology | Documentation

SUMMARY
Create and maintain useful and engaging documentation. Translate technical and/or complicated information into clear, concise, documents appropriate for various audiences.

JOB OVERVIEW

Starting Pay
$43,701 - $56,139 per year

Schedule
Monday - Friday

Shift
8 a.m. - 4:30 p.m.

LOCATION
IT Building (City Hall)

REPORTS TO
Documentation Team Leader

PHYSICAL DEMANDS
Lift up to 25 lbs. (light)

WORK ENVIRONMENT
Frequent interactions with users

EMERGENCY EVENTS
Required to work during emergency events.

Questions? No problem! Email us at **employment@tpcg.org**.

ESSENTIAL FUNCTIONS
1. Prepare, review, revise, and maintain technical, instructional, and operational documentation.
2. Interview subject-matter experts and technical staff to collect information, prepare written text, and coordinate layout and material organization.
3. Research and interpret technical and functional requirements, and translate information into clear, concise documents for various audiences on time and within tight deadlines.
4. Work both independently and collaboratively with team members throughout the writing process.
5. Gather feedback from users, designers, and developers to improve technical documents on a set schedule of review.
6. Create various types of graphical documents and images, including infographics, flyers, quick-start guides, and web images, and create scripts for video tutorials.
7. Perform quality assurance testing on new software and web applications to identify functional, grammatical, and design issues prior to product launches.
8. Collaborate with departments to create content for the news and announcements sections of Parish websites, Intranet, and teamTPCG.
9. Assist departments with text write-ups and formatting for various deliverables, including forms, web announcements, and PowerPoint presentations.
10. Perform other duties as assigned by supervisor.

GENERAL REQUIREMENTS
1. Excellent technical writing skills.
2. Detail-oriented with excellent follow-through.
3. Able to multitask, manage projects and workflow, and work well under tight deadlines in a fast-paced environment.
4. Superior verbal and written communication skills.
5. Superior research, organizational, analytical, collaborative, and interpersonal skills.

EDUCATION, EXPERIENCE, AND LICENSES
1. Bachelor's degree in English, journalism, marketing, or related discipline from an accredited college/university. Consideration will be given to equivalent experience.
2. Two (2) years of technical writing experience.
3. Familiar with the documentation writing process including researching, scoping, writing, and technical reviews.
4. Proficient in Microsoft Office 365 and Adobe Creative Cloud.
5. Possess and maintain a valid Louisiana driver's license.