



## TECHNICAL WRITER

### **PURPOSE:**

Plans, writes, and edits paper, multimedia or web based publications. Products include, but are not limited to: System documentation, Product Manuals, Help documents, and Operational Procedures.

### **FUNCTIONS:**

1. Responsible for member marketing of the credit union and knowledge of all services offered to a degree that will enable answering questions, or referring member for specific services.
2. Conducts interviews with various users, technical staff, and product testers to gather data for documentation.
3. Researches and translates technical information into manuals and/or web-based documents for non-technical and technical users.
4. Responsible for operational testing of documentation; proofreading and web design testing.
5. Produces products that conform to company documentation, quality, and coding standards.
6. Interfaces with end users to resolve all issues related to documentation.
7. Maintains the web pages of the MVFCU Staff Intranet
8. Assists with updating data for the MVFCU Business Resumption Plan
9. Provide the Information Systems Manager with reports accounting for time spent on projects assigned.
10. Assists the Information Systems Manager as needed.

### **INFORMATION SYSTEMS FUNCTIONS:**

As a member of the Information Systems department incumbent will be required to assist in providing help desk coverage to internal customers, be part of the 24/7 critical services coverage rotation, and help with coverage of daily computer operation tasks.

### **RELATIONSHIPS & CONTACTS:**

Reports To: Information Systems Manager

Contacts: Establishes and maintains positive relationships necessary to carry out the functions of this position.

### **JUDGEMENT/AUTHORITY:**

The incumbent works under general supervision of the Information Systems Manager or delegated project manager. The incumbent is authorized to take any action to carry out the responsibilities assigned by the Information Systems Manager or delegated project manager so long as such action does not deviate from established policies and represents sound business judgment; except for specific limitations placed on the incumbent's authority by specific assignments to other personnel.

**REQUIRED SKILLS, KNOWLEDGE, AND ABILITIES:**

1. Requires interpersonal skills to establish and maintain positive working relationships
2. Ability to communicate effectively both verbally and in writing with people of all levels of education and experience
3. Ability to understand and analyze complex and diverse projects and translate that understanding into documentation suitable for non technical staff.
4. General understanding of web design concepts and methods
5. Critical thinking, problem solving, and reasoning
6. Strong knowledge of the financial industry.
7. Ability to follow direction

**PREREQUISITES FOR THIS POSITION:**

1. Minimum Education: Associates Degree or 2 years of comparable working experience in documentation of systems or technical writing -- Bachelors Degree preferred.
2. Minimum Experience: Experience working in the financial industry and knowledge of Symitar system's or other credit union data processing software is highly desirable.
3. Programming languages: HTML, DHTML, XML, ADO.NET, ASP.NET, VB.NET, SQL, and VB Script desired.
4. Databases: MS SQL Server 2003 or MS Access 2003.
5. Programming Tools: MS Visio, MS Visual Studio.Net, Macromedia Dreamweaver, Macromedia Flash, or Adobe Photoshop desired.
6. Personal Characteristics and Skills: Must be of the highest integrity; be in good health and with personal habits above reproach. Must practice confidentiality. Must be a mature person with sound judgment. Must have a high degree of self-motivation, organizational skills, and be able to work independently with the ability to make sound decisions. Must be able to take directions and seek the council of supervisor as necessary. Must be able to lift 40 pounds.
7. Working Conditions: Continuous alertness, precision, and concentration to ensure accuracy. Continuous alertness of surroundings for security purposes. May require performing basic numeric calculations, as well as writing, reading, comparing and analyzing. Exposed to potentially hazardous conditions, i.e., robbery. This position may require extended or irregular hours. Continuous standing and/or sitting for long periods of time when performing duties related to this position. Occasional bending, squatting or kneeling. Occasional reaching above shoulder level to reach supplies overhead. Continuous speaking and hearing for interactions with members and co-workers.