Job Title	Technical Writer
PVN ID	PS-1901-002908
Category	Managerial and Professional
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	CUNY School of Professional Studies
Status	Full Time
Annual Salary	$70,000.00 - $80,000.00
Hour(s) a Week	35
Closing Date	May 21, 2019 (Or Until Filled)

General Description

The CUNY School of Professional Studies (CUNY SPS) provides online and on campus degree and certificate programs that meet the needs of adults who are looking for a seamless way to finish or transition into a bachelor's degree, earn a master's degree or certificate in a specialized field, advance in the workplace, or change careers.

Drawing on CUNY's nationally and internationally renowned faculty and practitioners, as well as industry and education partners, the School's programs provide opportunities for personal growth, job mobility, greater civic participation, and new ways to advance knowledge.

Home to the first fully online degree programs at the City University of New York, CUNY SPS offers fully accredited degree and certificate programs for students who want the flexibility and convenience of online education. CUNY SPS was ranked in the top 5% in the Nation in U.S. News & World Report's list of the 2018 Best Online Bachelor's Degree Programs

SPS manages a comprehensive employee learning and performance support program for the New York City Human Resources Administration (HRA) Office of Child Support Services (OCSS). OCSS works to ensure that children are financially supported by their non-custodial parents; the goal of the SPS program is to ensure that OCSS's 600+ staff and vendors are equipped with the knowledge, skills, and procedural information needed to carry out this mission. The Technical Writer will be responsible for working with OCSS staff on the creation of new policy and procedure content, rewriting existing content into a new format, and the on-going maintenance of these documents.

Other Duties

Reporting to the Technical Writing and Communications Manager, the Technical Writer will:

- Work with various OCSS operational areas to determine current standard practices and create

comprehensive procedure documents detailing these practices.
- Write independently using standard writing processes (outlining, drafting, revising, proofreading) to produce professional-level documents (50 to 150 pages).
- Manage the technical aspect of all documents, including using styles and adhering to standards in templates and style guides.
- Apply agency-wide editorial standards to all documents.
- Conduct independent research to acquire an understanding to the process to be documented, to resolve questions, and to incorporate new agency standards, policy changes, and new laws/regulations into the procedure.
- Work closely with OCSS subject matter experts to collect the information and details necessary for the full development of each document, and to test/verify the accuracy of the work.
- Facilitate subject matter expert development meetings, and project scope meetings.
- Manage document development within project timelines.
- Collaborate with project Curriculum Developers and Trainers to ensure that procedures are properly and fully integrated into training materials developed for OCSS staff.
- Troubleshoot issues with content development by communicating with the client and subject matter experts.
- Create flow charts outlining the flow of work of specific OCSS operations, when needed, and use them as a basis for developing or troubleshooting detailed procedures.
- Other duties as assigned.

Qualifications

- Bachelor's degree required; Master's degree preferred.
- A minimum of four (4) years, full-time experience directly related to technical writing required.
- Excellent oral and written communication skills required in order to foster productive relationships with diverse staff and constituencies.
- Strong writing skills needed to produce clear and concise materials.
- The ability to manage the technical aspect of documents, including automation (e.g., tables of content, styles, field codes), adhering to a style guide, and using templates.
- The ability to define and document business processes through research, meetings with the client, and testing.
- The ability to work independently and collaboratively in a fast-paced, demanding, and complex work environment, to carry out complex assignments, and adapt to changing situations and priorities.
- Strong computer skills required, including advanced knowledge of Microsoft Word (critical) and Excel.
- Experience developing flow charts desirable, with knowledge of Microsoft Visio.
- Knowledge of basic accounting principles, legal terminology, and/or human services programs and child support services in particular, a plus.

Initial appointment of six months.

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