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| Job Title | Technical Writer |
| PVN ID | PS-2002-003506 |
| Category | Instruction and Social Service |
| Location | CUNY SCHOOL OF PROFESSIONAL STUDIES |
| Department | Office of Professional Education and Wor |
| Status | Full Time |
| Annual Salary | \$70,000.00 - \$80,000.00 |
| Hour(s) a Week | 35 |
| Closing Date | Jul 15, 2021 (Or Until Filled) |

General Description

About the CUNY School of Professional Studies:

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 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.

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 2020 Best Online Bachelor's Degree Programs.

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.

Within CUNY SPS, the Office of Professional Education and Workplace Learning (PEWL) designs custom workplace learning programs to help organizations achieve their goals. To our partnerships, we bring knowledge of research-based learning practices as well as experience in developing innovative programs.

Through PEWL, CUNY 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 noncustodial parents; the goal of the CUNY SPS program is to ensure that OCSS's approximately 700 person staff and vendors are equipped with the knowledge, skills, and procedural information needed to carry out this mission.

Other Duties

Description:

As a Technical Writer, you will research, scope, develop, review, and publish procedures documents to OCSS staff. You will evaluate the agency's existing materials and best practices and distill that information into comprehensive procedures.

What we're looking for: You are an experienced technical writer who is highly skilled in writing logical, readable procedures. You have relevant work samples to present. You appreciate working closely with subject matter experts to develop a document. You are comfortable applying Word styles and templates and enjoy solving technical issues. You welcome being part of a writing team.

Duties and Responsibilities:

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

- Work with various OCSS operational areas to determine 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, using MS Word styles and templates.
- Apply project and agency-wide editorial standards to all documents.
- Conduct independent research to acquire an understanding of the process to be documented, resolve questions, and incorporate new policies and regulations into the procedure.
- Work closely with OCSS subject matter experts to collect the details necessary for the full development of each document, test the accuracy of the work, and resolve content issues.
- Facilitate project scope and content development meetings.
- Manage document development within project timelines.
- Collaborate with project Curriculum Developers and Trainers to ensure that procedures are integrated into training materials developed for OCSS staff.

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.
- Ability to manage the technical aspect of documents, including automating (e.g., tables of content, styles, field codes), adhering to a style guide, and using templates.
- Ability to define and document business processes through research, client meetings, and testing.
- Ability to work independently and collaboratively in a fast-paced, demanding, and complex environment, carry out complex assignments, and adapt to changing priorities.
- Advanced use of Microsoft Word is critical.
- Strong computer skills and experience developing flow charts is helpful.

- Knowledge of basic accounting principles, legal terms, and/or human services programs and child support services is a plus.