

**JOB TITLE:** TECHNICAL WRITER (MSPIC)  
**REPORTS TO:** OUTREACH AND EDUCATION MANAGER  
**DEPT./CONTRACT:** MSPIC  
**FLSA STATUS:** EXEMPT  
**HOURS PER WEEK:** 40

**SUMMARY:**

Develops, writes, edits, and maintains technical documentation, for both print and electronic publication.

**RESPONSIBILITIES AND DUTIES:**

The following reflects NHA's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons.

- ❖ Drafts, edits, and rewrites material of a technical nature, including manuals, user guides, and technical documentation for presentations
- ❖ Coordinates with stakeholders to ensure that the user documentation meets all users' needs
- ❖ Analyzes business requirements, functional specifications, and applications to determine user information needs
- ❖ Coordinates documentation and on-line help requirements with project and technical managers
- ❖ Researches, writes, edits, compiles, revises, and reviews end-user documentation, both print and on-line
- ❖ Creates effective graphics, flow charts, and diagrams for inclusion in documentation
- ❖ Edits and proofreads technical materials using track changes and comments
- ❖ Analyzes documentation products and generates initiatives or submits recommendations to improve quality
- ❖ Coordinates the review, update and approval of all material by appropriate stakeholders.
- ❖ Adheres to project-imposed deadlines and processes
- ❖ If required, ensures material is compliant with Section 508 of the Rehabilitation Act of 1973
- ❖ Assist in development and maintenance of Standard Operating Procedures (SOPs)

**QUALIFICATIONS:**

- ❖ 6-year (Masters) degree preferred; however, directly applicable work experience will be considered for equivalency
- ❖ 7+ years writing and editing user guides for online applications
- ❖ Experience with interpreting business requirements and functional specifications
- ❖ Strongly Preferred:
  - Experience with preparing and testing documents to ensure compliance with Section 508 of the Rehabilitation Act of 1973,
  - Experience with remediating PDFs to comply with Section 508 guidelines and accessibility standards, and
  - Knowledge of Medicare Secondary Payer systems a plus
- ❖ Proficient in using SharePoint

- ❖ Ability to work in an IT environment with a strong understanding of SDLC processes
- ❖ Ability to work in a virtual environment
- ❖ Proficient in MS Office software with expert knowledge of using Word and styles
- ❖ Proficient with Skype, WebEx, or similar software
- ❖ Proficient with Snagit or similar software
- ❖ Excellent grammar and spelling skills
- ❖ Versatility, flexibility, and willingness to work within constant changing priorities
- ❖ Strong interpersonal skills
- ❖ Ability to communicate effectively with business and technical teams