Florida **Virtual**School

DEPARTMENT:	EPMO	**REPORTS TO:**	Director – EPMO
JOB CLASS:	Technical Writer	**PAY GRADE:**	IT 35
EXEMPT STATUS:	Exempt	**DATE:**	10/11/2016

Our Mission is to deliver a high quality, technology-based education that provides the skills and knowledge students need for success.

POSITION GENERAL SUMMARY:
The Technical Writer creates and updates technical-based content for product user guides, technical manuals, online help, tutorials, videos, and other such materials. The Technical Writer also collaborates with other functional team members at key points in the solution design process.

ESSENTIAL POSITION FUNCTIONS:
- Write and illustrate English-language technical documentation for distribution to FLVS customers, partners, and end-users in collaboration with internal IT teams
- Write technical copy of analytical, interpretive, documentary, or promotional literature
- Conduct up-front analysis and develop task-based documentation
- Review published materials and recommend revisions or changes in scope, format, content, and methods of reproduction and binding
- Organize material, complete technical writing assignments, and conform to set standards and processes for content structure, publishing methodology, order, clarity, conciseness, style, terminology, and related tools and infrastructure
- Gather technical information, prepare written text, and coordinate layout and manual organization
- Incorporate user feedback into documentation to facilitate ease of use and increased product utilization
- Research available technical information such as drawings, design reports, equipment, and test specifications
- Create effective graphics, flow charts, and diagrams for inclusion in documentation
- Guide the product development process to facilitate upstream content development and content quality
- Develop documentation plans and coordinate related tasks in project management scheduling software and provide time estimates for project deliverables
- Establish understanding and consistent use of processes, tools, inputs, and outputs among all contributors
- Coordinate reviews, implement comments, facilitate discussion among stakeholders to resolve discrepancies, and secure approval of final documents
- Keep current with, and have a willingness to learn, emerging technologies in information delivery systems that support the improvement of deliverables (multimedia, CBT, World Wide Web, online help, tutorials and so on)

- Assist the development team by reviewing requirements using interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, use cases, scenarios, business analysis, task or workflow analysis
- Provide weekly status report updates for current projects
- Meet professional obligations through efficient work habits such as, meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrate respect for others
- All work responsibilities are subject to having performance goals and/or targets established

 (These essential functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related duties as required.)

MINIMUM REQUIREMENTS:
Education/Licensure/Certification:
- Bachelor's Degree in Technical Communications, English, Journalism, or an IT related field; or equivalent combination of education and relevant experience

Experience:
- Three years' experience in writing, publishing, and maintaining technical documentation, user guides, or other technical documents
- Prior experience in an agile product development environment, preferred

Knowledge, abilities and skills:
- Strong verbal and written communication skills
- Ability to work independently and as part of a team
- Proficient in Microsoft Office tools
- High level knowledge of functional business process analysis, software development lifecycle processes, multi-language, localization, and product translation services
- Ability to use laptop PCs including PC based servers, printers, scanners, PDAs and mobile phones
- Ability to work independently and as part of a team
- Strong interpersonal and customer service skills

CORE COMPETENCIES FOR SUCCESS:

COMMUNICATION SKILLS	CUSTOMER FOCUS
Clearly and effectively conveys and/or presents information verbally; summarizes what was heard to mitigate miscommunication; Shares ideas and perspectives and encourages others to do the same; Informs others involved in a project of new developments; Disseminates information to other employees, as appropriate; Effectively uses multiple channels to communicate important messages; Keeps supervisor well informed about progress and/or problems in a timely manner; Writes in a clear, concise, organized and convincing way for a variety of target audiences; The written message is consistently error-free; The written message has the desired effect on the target audience	*Prioritizes customers (internal and external) and their needs as primary and is dedicated to meeting their expectations; Develops and maintains customer relationships; builds credibility and trust; Quickly and effectively solves customer problems; Provides prompt, attentive service in a cheerful manner; adapts to changing information, conditions or challenges with a positive attitude; Incorporates customer feedback into delivery of service to provide the best experience possible for the customer; Actively promotes FLVS in community by serving as a FLVS ambassador or volunteer*
INTERPERSONAL SKILLS	FUNCTIONAL /TECHNICAL EXPERTISE
Relates well with others; Treats others with respect; Shares views in a tactful way; Demonstrates diplomacy by	*Has the skills, abilities, knowledge and experience to be successful in functional area of expertise; Dedicates time and*

approaching others about sensitive issues in non-threatening ways; Considers and responds appropriately to the needs, feelings and capabilities of others; Fosters an environment conducive to open, transparent communication among all levels and positions; Takes the initiative to get to know internal and external customers	*energy to keeping abreast of the latest information related to area of expertise and technology; Picks up on technology quickly; Does well in technical courses and seminars; Produces high quality work in organized and timely fashion*

INDIVIDUAL CONTRIBUTOR COMPETENCIES FOR SUCCESS:

PEER RELATIONSHIPS	CREATIVITY
Finds common ground and solves problems for the good of all; Can represent his/her own interests and yet be fair to other groups; Solves problems with peers with minimal "noise"; Is seen as a team player and is cooperative; Easily gains trust and support peers; Encourages collaboration; Is candid with peers	*Comes up with a lot of new and unique ideas; Easily makes connections among previously unrelated notions; Tends to be seen as original and value-added in brainstorming sessions; Takes calculated risks; Is not afraid to try new things and potentially "fail fast"*
SELF KNOWLEDGE	PLANNING
Seeks feedback; Gains insight from mistakes; Is open to constructive criticism; isn't defensive; Proactively seeks to understand his/her strengths and areas for growth; applies information to best serve organization; Recognizes how his/her behavior impacts others and incorporates insight into future interactions	*Accurately scopes out length and difficulty of tasks and projects; Sets objectives and goals; Breaks down work into the process steps; Develops schedules and task/people assignments; Anticipates and adjusts for problems and roadblocks; Measures performance against goals; Evaluates results*
ORGANIZING	PROBLEM SOLVING
Uses his/her time effectively and efficiently; Concentrates his/her efforts on the more important priorities; Can attend to a broader range of activities as a result of organizing time efficiently; Can marshal resources (people, funding, material, support) to get things done; Can orchestrate multiple activities at once to accomplish a goal; Arranges information and files in a useful manner	*Uses rigorous logic and methods to solve difficult problems with effective solutions; Probes all fruitful sources for answers; Can see hidden problems; Is excellent at honest analysis; Looks beyond the obvious and doesn't stop at the first answers*
DRIVE FOR RESULTS	
Can be counted on to exceed goals successfully; Very bottom-line oriented; Steadfastly pushes self and others for results; Is full of energy for the things he/she sees as challenging; Not fearful of acting with a minimum of planning; Consistently seizes opportunities; Consistently exceeds goals	

PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:
- Location: Remote
- Frequency of travel: Travel to FLVS main office is required as needed for specific projects, meetings, or trainings; occasional travel to other locations for trainings and/or conferences - location may vary and may require overnight stays
- Light physical activities and efforts required working in an office environment

(Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.)

FLVS does not discriminate in admission or access to, or treatment or employment in its programs and activities on the basis of race, color, religion, age, sex, national origin, marital status, disability, genetic information or any other reason prohibited by law.