CPS
Critical Process Systems Group

480 Hercules Drive, Colchester, VT 05446
P. 802.448.5860
F. 802.655.8804
www.cpsgrp.com

Position Title	Technical Document Writer
Job#	2016011
Company	DFS
Location	Boise, Idaho
Date Posted	3/10/17
Type	Full Time

SUMMARY:

Responsible for editing, rewriting, and authenticating program/projected related documentation including installation instructions, training materials, user manuals, product configuration, product connector guide, Visio diagrams, spreadsheets, presentations and other artifacts as necessary.

- Gathers, analyzes, and composes technical information.
- Conducts research and ensures the use of proper technical terminology.
- Translates technical information into clear, readable documents to be used by technical and non-technical users.
- Ensures consistency, clarity, and quality in and across all types of documentation.
- Engages in formatting, editing, and quality assurance on own work and the work of others.
- Receives text from technical staff and rewrites documentation in a clear and concise style
- Improves editorial and visual standards for documents and recommends new designs, layouts and procedures as needed.
- Create illustrations or screenshots to supplement the content.
- Follow the established review/approval process before releasing new or updated documentation.
- Work closely with development and test engineers during product development to understand documentation requirements.
- Interview SMEs and other technical contacts to gather input for documentation updates.
- Collaborate with design engineers to ensure product usability and appropriate product support
- Work closely with field customer service representatives to ensure technical documentation deliverables meet customer needs.
- Provide input into the usability of new functionality where applicable.
- Ensure proper usage of grammar, spelling, punctuation, and accuracy of information.
- Apply templates and style guides to documentation to ensure a consistent look and feel.
- Maintain necessary records for project tracking and legal/regulatory requirements.
- Use the Microsoft Office suite and Adobe to generate technical documentation.
- Manage the release workflow process for each revision cycle and distribution of technical publications
- Work closely with training and marketing management to ensure product and engineering deliverables are in alignment with go-to-market requirements

SKILLS:
- A positive attitude with strong work ethic, integrity and honesty.
- Excellent communication, editing and writing skills.
- Excellent verbal, written, and presentation skills.
- Time management skills to be able to work on multiple projects simultaneously in a fast-paced, energetic environment and manage competing priorities.
- Strong attention to detail and problem solving skills.
- Strong interpersonal skills and ability to work with others to accomplish team goals.
- Strong planning and organizational skills.
- Ability to be a good team player with demonstrated effectiveness in accomplishing goals within the organization.
- Ability to collaborate with engineering, product management, and technical support teams.

Experience & Education:
- High School Degree or equivalent
- Minimum 2 years' experience in technical writing in a high paced production environment
- Ability to understand highly technical information and translate it for end users.
- Expertise in Microsoft Office suite.
- Expertise in Adobe Acrobat Pro.

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