Job Title	Technical Writer
PVN ID	PS-1802-002359
Category	Instruction and Social Service
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 01, 2018 (Or Until Filled)

General Description

The School of Professional Studies of the City University of New York (CUNY SPS) has provided 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.

Home to the first fully online degree programs at the City University of New York, CUNY SPS offers fully accredited online degree and certificate programs for students who want the flexibility and convenience of online education.

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 800+ 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.

Initial appointment of six months.

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.
- Apply agency-wide editorial standards to all documents.
- Create flow charts outlining the flow of work of specific OCSS operations, and use them as a basis for

developing detailed procedures.

- Conduct independent research to acquire an understanding of 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.
- Manage the technical aspect of all documents, including using styles and adhering to standards in templates and style guides.
- 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.
- Other duties as assigned.

Qualifications

Minimum requirements for the position:

- 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, 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 working within a content management system (CMS) helpful.
- Experience developing flow charts desirable, with knowledge of Microsoft Visio a plus.
- Knowledge of basic accounting principles, legal terminology, and/or human services programs and child support services in particular, a plus.

THE RESEARCH FOUNDATION OF THE CITY UNIVERSITY OF NEW YORK IS AN EQUAL OPPORTUNITY/ AFFIRMATIVE ACTION/AMERICANS WITH DISABILITIES ACT, E-VERIFY EMPLOYER.