



<b>Job Title</b>	Technical Writer
<b>PVN ID</b>	PS-1807-002635
<b>Category</b>	Managerial and Professional
<b>Location</b>	CUNY SCHOOL OF PROFESSIONAL STUDIES
<b>Department</b>	CUNY School of Professional Studies
<b>Status</b>	Full Time
<b>Annual Salary</b>	\$70,000.00 - \$80,000.00
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	Feb 22, 2019 (Or Until Filled)

## General Description

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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 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.

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.

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 2018 Best Online Bachelor's Degree Programs.

CUNY SPS is partnering with the NYC Department of Homeless Services (DHS) to create and manage a comprehensive learning program to support DHS employees as they work to prevent and address homelessness in New York City. Specifically, the program will (1) develop and implement policy and procedure to support shelter operations and (2) train DHS employees on operational processes and city mandated topics.

The Technical Writer will be responsible for working with DHS 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 for use by DHS shelter staff and DHS service providers.

## Other Duties

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Reporting to the Program Director, the Technical Writer will:

- Work with various DHS 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 DHS 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 DHS 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 DHS staff and DHS service providers.
- Troubleshoot issues with content development by communicating with the client and subject matter experts.
- Other duties as assigned.

## Qualifications

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- 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 developing flow charts desirable, with knowledge of Microsoft Visio a plus.
- Knowledge of basic accounting principles, legal terminology, and/or human services programs and homelessness services in particular, a plus.

Initial appointment of six months.

THE RESEARCH FOUNDATION OF THE CITY UNIVERSITY OF NEW YORK is an Affirmative Action/Equal Opportunity Employer/Americans with Disabilities Act/Protected Veterans Status/E-Verify Employer.

