DEPARTMENT: Corporate Communications

REPORTS TO: Corporate Communications Manager

STATUS: Exempt

ESSENTIAL FUNCTION:

The Technical Communicator identifies, analyzes, designs, develops, and manages the ARGO documentation for the software development lifecycle, from conception through implementation. The Technical Communicator also edits online and print communications and advises other departments on user interface standards for application and e-Learning development.

DUTIES:

- Conduct user/task analysis to determine documentation requirements.
- Develop content specifications and design documents for identified documentation.
- Work with ARGO subject matter experts (SMEs) to develop quality documentation.
- Write and publish documentation in the appropriate medium.
- Provide editing support for all document types, as requested.
- Establish, implement, and manage effective documentation development and maintenance practices, including the use and continuous improvement of stated processes, procedures, and standards.
- Maintain regular communication with other internal groups to proactively develop and maintain documentation.
- Track changes to documentation and update existing documents, as required.
- Manage metrics plan for measuring the documentation’s effectiveness.
- Manage and repurpose documentation content, whenever possible.
- Maintain a usable and easily accessible documentation knowledge base.
- Conduct documentation usability testing.
- Advise other departments on user interface and writing standards.

QUALIFICATIONS:

- **Writing and editing** skills: Communicate information effectively to customers, technical staff, managers, executives, and sales/marketing.
• **English language**: Know the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

• **Technical communication standards and practices**: Understand the standards and practices of quality technical communication processes.

• **Technical** skills: Apply the most appropriate technology for the documentation type.

• **Information gathering** skills: Understand contemporary information gathering, analysis, specification, design, verification, and management practices and apply them in practice; know information-gathering techniques and the software development cycle.

• **Information organization** skills: Structure or classify multiple pieces of information.

• **Synthesis/reorganization** skills: Reorganize information for a better approach to problems or tasks.

• **Analytical** skills: Critically evaluate information gathered from multiple sources, reconcile conflicts, and decompose high-level information into details for general understanding.

• **Active learning** skills: Work with new information to grasp its implications.

• **Interviewing and questioning** skills: Talk with individuals and groups about their needs and ask the right questions to uncover essential requirements.

• **Active listening** skills: Understand what people say and detect what they might be hesitant to say.

• **Speaking** skills: Talk to others to effectively to convey information.

• **Observational** skills: Validate data obtained via other techniques and expose new areas for information gathering.

• **Interpersonal** skills: Negotiate technical and end-user documentation priorities and resolve conflicts among project stakeholders.

• **Modeling** skills: Represent information in graphical forms that augment textual representations.

• **Usability testing** skills: Understand the concepts of usability testing.

• **User interface design** skills: Apply user interface design standards to applications and e-Learning courses.
REQUIREMENTS:

- Degree in technical communication or related field; can be substituted with technical communication experience in a software development environment
- Proficient in Adobe FrameMaker, Adobe Acrobat Professional, Microsoft Office Professional suite (Word, Excel, and PowerPoint)
- Experience using Microsoft Visio, Adobe RoboHelp, and Adobe Photoshop
- Banking or Financial Services industry experience a plus

EXPERIENCE GRADES:

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<thead>
<tr>
<th>Grade Level</th>
<th>Description</th>
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<tbody>
<tr>
<td>Technical Communicator I</td>
<td>Typically, 0 – 3 years’ experience as a technical communicator</td>
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<tr>
<td>Technical Communicator II</td>
<td>Typically, 3 – 6 years’ experience as a technical communicator with demonstrated proficiency</td>
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<tr>
<td>Technical Communicator III</td>
<td>Typically, 6+ years’ experience as a technical communicator with demonstrated proficiency and proven leadership ability</td>
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