

# New Jersey Infrastructure Bank

## NOTICE OF CONTRACTOR VACANCY

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<b>TITLE:</b>	<b>Technical Writer</b>	<b>SALARY RANGE: \$30 - \$35 per hour</b>
<b>OPENING DATE:</b>	June 17 <sup>th</sup> , 2019	<b>CLOSING DATE:</b> July 10 <sup>th</sup> , 2019
<b>EXISTING VACANCIES:</b>	One (1)	<b>WORK WEEK:</b> 40 hours
<b>PROGRAM/LOCATION:</b>	NEW JERSEY INFRASTRUCTURE BANK 3131 Princeton Pike Building 4 Suite 216 Lawrenceville, NJ 08648 609-219-8600	

### **SUMMARY:**

The New Jersey Infrastructure Bank (NJIB) is actively seeking a Technical Writer with instructional design experience to aid and enhance our end-user experience for our proprietary software applications. The Technical Writer will work in collaboration with business and technology team members within NJIB to create, refine, and develop the various technical documents and instructional videos to support our applications and our websites. This role is non-supervisory and reports to the NJIB IT Manager.

### **NOTES:**

1. Candidates must provide writing samples to display their writing styles and proficiency
2. Candidates should include links to any digital instructional videos they have designed and/or produced
3. Candidates must provide a formal written technical document to the following question (which will be used to compare applicants to the IT Team):
  - How to put on and tie your shoes

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Candidates should have a knack for collaboration in an active SCRUM team environment, a willingness to learn and document through writing, diagramming, and creating digital video of complex government, business operations, and financial processes. Candidates will have a strong sense of what a “finished” product deliverable and deadline is, while also accepting constructive criticism to refine their work.

### **Successful candidates will:**

- Collaborate directly with Product Owners and Software Developers to:
  - Comprehend, translate, and develop high-quality documentation related to our applications in a timely fashion.
  - Update and create documentation and instructional videos in support of our software. applications, including, but not limited to on-screen instructions, tool-tips, user manuals, and associated training resources.
  - Develop a technical documentation process which integrates into our software development and deployment life-cycle.
  - Facilitate periodic technical content reviews on published assets and identify obsolete material.
- Gather customer feedback on the success and failures of the technical content produced from our Technical Assistants, Customer Support Representatives, Engineers, and other NJIB team members.

- Demonstrate the ability to visually communicate complex concepts concisely and clearly across technical and non-technical audiences, without being overly verbose.
- Assist our Marketing and Legal staff with website content and publications.
- Aid in the development and maintenance of our branding and style guide.
- Aid in the creation and maintenance of our disaster recovery/business continuity documentation.

#### **REQUIREMENTS:**

##### **Candidates who apply will:**

- Supply the requested writing/instructional samples showcasing their abilities attached to the resume, and provide web links to their digital instructional videos or production samples.
- Hold a bachelor's degree from a four-year accredited college/university in one of the following areas of study, such as Communication, Education, Journalism, English, Computer Science, or an appropriate related field
- Have a minimal 3-4 years of experience in technical writing and instructional design/production.
- Have a proficient level experience in Adobe Creative Suite, Adobe Acrobat DC, Adobe Captivate (or similar authoring design applications); Office 365 applications, such as Word and Excel
- Have experience with Lucidchart and/or Microsoft Visio, or similar technical diagramming applications.
- Have experience using Atlassian JIRA/Confluence.
- Need to be self-starters, with the ability to work in a team environment, possessing strong attention to detail and organizational skills.
- Possess excellent grammar mechanics, as well as exceptional verbal, written, and visual communication skills.

##### **Physical:**

- May require physical effort in lifting weight (up to 10lbs).
- Duties performed may cause light fatigue of eyes, fingers, or other faculties due to long periods of standing, sitting, and/or repetitive motion.

##### **Additional:**

- Persons with mental or physical disabilities are eligible if they can perform the essential functions of the job with or without reasonable accommodation. If the accommodation cannot be made because it would cause the employer undue hardship, such persons may not be eligible.

#### **AUTHORIZATION TO WORK:**

Selected candidate must be authorized to work in the United States according to the Department of Homeland Security, United States Citizenship and Immigration Services Regulations.

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**INTERESTED PARTIES SHOULD FORWARD A COPY OF RESUME AND COVER LETTER TO**

[careers@njib.gov](mailto:careers@njib.gov)

**BY 5:00 PM, July 10th, 2019.**

**NJIB is an Equal Opportunity Employer**

*We believe that diversity and inclusion is critical to our success and seek to recruit, develop and retain the most talented people from a diverse candidate pool. DIVERSITY = STRENGTH!*