

**Position: Technical Writer**

**Department: IT**

**Reports to:** CIO

The Technical Writer's role is to develop written information about the organization's computing systems that aid in their development, use, and support. Outputs will include a range of documents to be read by both technical and non-technical personnel across all departments.

Responsibilities include but are not limited to:

**Planning**

- Liaise with department heads and end users to define and identify business procedures and establish documentation needs for hardware and software.
- Analyze IT project requirements to determine types of documents needed.
- Collaborate with systems and development staff to collect and interpret technical information.
- Liaise with printers and graphic artists to plan layout, graphical elements, and formatting of documents. Ensure final documents are usable and of high quality.

**Acquisition & Deployment**

- Research, evaluate, and recommend new documentation tools and methods in support of documentation improvement efforts.

**Operational Management**

- Develop documentation project plans and timelines.
- Plan, design, research, write, and edit a range of documents, including user guides and manuals, technical specifications, training materials, user policies, and proposals for both print and online media.
- Edit written documentation of development and other IT staff to create unified and consistent support documents.
- Establish, communicate, and maintain documentation standards, and provide training where required.
- Maintain accuracy of all documentation.

**Qualifications:**

**Education and Certifications**

Bachelor's degree in the field of English, Communications, or Journalism. A background in technology is desirable.

**Experience and Skills**

Generally requires 3+ years work experience with technical writing, editing, and documenting information technology software and systems. Knowledge of information gathering, planning, and organizing methods and principles is desired. Experience with desktop publishing tools.

**Competencies**

- Strong understanding of document formatting and presentation techniques.
- Detail oriented with exceptional written and oral communication skills.
- Excellent interpersonal skills, with a focus on rapport-building, listening, and interviewing skills.
- Ability to analyze target audience and to present ideas in user-friendly language.
- Highly self motivated and directed.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.

- Exceptional customer service orientation.
- Demonstrated ability to work in a team-oriented, collaborative environment.

**Anyone interested in this position, please contact Anna Green in Corporate Human Resources.**

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