

## JOB DESCRIPTION

### JOB DETAILS

**Job Title:** Technical Writer

**Job ID:** AO2117

**Classification:** Administrative Officer R21

**Classification Date:**  
(MM/DD/YYYY)

**Branch:** Business Services

**Unit:** TIS-Business Services

**Reports to:** Business Process Management Coach

**Security Screening:** Yes

**Union/Excluded:** BCGEU

### BRANCH DESCRIPTION

The Business Services branch provides enterprise services to support the execution of the 12|21 corporate strategic plan, service delivery plans, and ongoing operations of Pension Operations, Member Experience, Board Services, and Corporate Services divisions. The Branch delivers services to support business change from end to end; initiation, assessment, analysis, design, implementation, operational transition, and evaluation. The services provided include business assessment, business design, business analysis, business process management, information management, procedure writing, and measurement, forecasting and reporting. Services are delivered through a multi-disciplinary team of professionals committed to leveraging process and information management practices to ensure the right information is available, to the right person, at the right time and is delivered using the most effective and efficient processes.

### JOB SUMMARY

The Technical Writer is the designated point of contact for procedures and leads the development and implementation of corporate process and procedure materials providing expert advice and direction to management and staff. The Technical Writer provides a full range of content services for the corporation and effectively connects with internal stakeholders through the planning implementation and ongoing evaluation of documented business processes and procedures associated with corporate project initiatives and operational needs.

### JOB RESPONSIBILITIES

As a designated point of contact for corporate process and procedure materials:

- Oversees enterprise-wide staff-facing procedure and business knowledge website
  - o Creates, updates and edits content using content management software, writes HTML code and applies web design principles and internal style guidelines;
  - o Uses software to capture and create graphics to support concepts explained in the procedures.
- Leads and coordinates content development and review of external communications products, such as manuals, forms and letters;
- Troubleshoots and provides technical support for web site issues;
- Provides expert advice and consultative feedback to project, plan representatives, and management regarding effective communications methods and corporate process and procedures materials and standards;
- Monitors current procedure issues, identifies emerging trends that may impact the organization, and develops recommendations regarding appropriate communication;
- Works collaboratively with subject matter experts and internal stakeholders and facilitates working groups to understand business areas' process flows, procedure needs and potential impacts;
- Researches and analyzes complex processes and existing documentation, identifying gaps and providing strategic advice for improvements and efficiencies;
- Manages a service request queue;
- Provides estimates and timeframes for business procedures updates, and project deliverables;

- Participates in Branch/divisional/corporate projects and initiatives (e.g. process reengineering, implementation of systems and legislative changes);
- Produces progress, ad hoc and project status reports;
- Reviews, analyzes and disseminates complex pension information, applying pension administration rules, principles and legislation, translating technical language into business or plain language;
- Develops and implements planning principles, best practice guidelines, evaluation criteria and professional technical writing standards for quality assurance;
- Plans, coordinates, and implements procedure issues management strategies and services;
- Trains and mentors new Technical Writers.

## EDUCATION

### Degree/Diploma Obtained

### Program of Study

- Bachelor's degree or diploma in a related field (Communications, Journalism, English, Web Development, Writing).

## EXPERIENCE

### Years of Experience

### Type of Experience

- Minimum of two years of experience that includes:
  - o Developing a wide range of technical writing for publication;
  - o Navigating a complex corporate policies and procedures intranet site;
  - o Experience applying topic based authoring standards;
  - o Experience using web development software; content publishing programs, flowchart software.
- An equivalent combination of related education, training and experience may be considered.
- Experience with Madcap Flare, Adobe In Design, Photoshop and Dreamweaver is preferred.

## KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of general communications principles, concepts and methodologies as well as Corporation procedures, practices and protocols;
- Knowledge of various media, including print, web, computer and multi-media;
- Advanced understanding of principles of pension administration to analyze information requirements;
- Detailed knowledge of client stakeholder communications principles, concepts and methodologies;
- Excellent written communication skills - including technical writing standards;
- Excellent oral communication skills - ability to present to stakeholders and translate technical material into plain language;
- Ability to assess audience needs and adapt writing styles to produce audience-centric communications;
- Ability to ensure accuracy and timeliness of procedures material while ensuring production standards are met;
- Proven ability to prioritize and manage multiple information project demands while under pressure, and organize a demanding workload;
- Ability to interpret and apply policy documents as they relate to procedure products;
- Ability to manage resources to achieve branch/program goals and objectives including the ability to effectively negotiate with executive and senior staff on procedure recommendations and deliverables;
- Ability to interpret and analyze client needs within a corporate context;
- Ability to establish and maintain strong working relationships with staff in the corporation;
- Demonstrated ability to plan, organize, establish priorities and deliver results on time.
- Demonstrates good judgment and decision making, maintaining professionalism and confidentiality at all times.

## CORE COMPETENCIES

### Navigating Change L2

Supporting self and others through change and transition and enabling successful transformation in work products and processes.

- Invites input and feedback on proposed changes.
- Supports others in generating new and innovative approaches.
- Builds support for new approaches and initiatives.
- Shares information on change in a timely manner.
- Identifies innovative approaches to deal with situations for which no known precedent exists.
- Eliminates unnecessary work activities.

## **Embracing Learning L1**

Contributing to a learning culture by developing self and supporting others to acquire skills and improve performance.

- Self-assesses against expectations and standards to identify own learning needs in the current position.
  - Reflects on completed activities, identifying what worked well, what didn't, and how to improve own performance.
  - Openly shares knowledge with other employees.
  - Seeks to learn from other employees.
  - Takes advantage of learning opportunities provided to meet job requirements.
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## **Client Orientation L2**

Making it easy for our external and internal clients - seeing things through their eyes.

- Anticipates clients' needs and concerns.
  - Develops procedures and practices to ensure consistent service.
  - Leads or participates in efforts to enhance service delivery systems and processes.
  - Ensures consistency of service experience.
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## **Accountability L2**

Holding self and others accountable to deliver on commitments and to achieve desired results.

- Sets challenging but realistic goals for own area of responsibility.
  - Helps people improve performance to maximize results.
  - Holds people accountable for meeting established expectations.
  - Evaluates progress against established goals and objectives.
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## **Inspiring Trust L2**

Inspiring confidence by demonstrating integrity and building credibility.

- Creates opportunities to build internal and external relationships.
  - Demonstrates confidence in own abilities, views or decisions when challenged.
  - Provides skill, knowledge and talents to resolve complex issues.
  - Fosters trust by communicating consistent, reliable and accurate information.
  - Builds on others' ideas to develop support.
  - Helps others build confidence in themselves.
  - Recognizes the contributions and successes of others.
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## **Decision Making L2**

Enabling progress by resolving issues and supporting others in taking calculated risks and making decisions.

- Involves the right people in the decision making process.
  - Makes decisions by weighing several factors, some of which are partially defined with missing pieces of information.
  - Uses sound business sense to make decisions.
  - Considers risks when identifying or recommending options.
  - Provides context and rationale for decisions.
  - Provides information to others to support decision making on complex issues.
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## **Organizational Focus L2**

Aligning work priorities, processes and practices to achieve the strategic direction.

- Optimizes processes or practices to support the achievement of organizational goals.
- Helps team members understand the broader vision and how their work is aligned.
- Identifies broader implications of proposed positions, options and approaches.
- Makes connections between situations and patterns to improve decision making.
- Recommends approaches to address issues with a longer term perspective.