



[www.SIEConsultinggroup.com](http://www.SIEConsultinggroup.com) | [info@SIEConsultinggroup.com](mailto:info@SIEConsultinggroup.com)

## **IT Technical Writer**

### **Permanent Position**

**Industry:** IT Management Consulting

**Location:** Washington, DC

**Years of Relevant Experience:** 3+ years minimum of directly relevant experience

### **Company Description**

SIE Consulting Group is an IT Management Consulting Firm specialized in asset management, cloud strategy and migrations, and operations services. We are focused on helping our clients achieve sustainable and measurable results for their organizations. We do this by staying true to our company's core values of Service, Integrity, and Excellence. The SIE team is led by an experienced group of public and private sector experts. Our office is located in the heart of the DC-Metro area. SIE was named the "#1 Best Small Business to Work For" by the Washington Business Journal in 2017.

### **Position Description**

This position is a critical part of a high-profile U.S. Public Sector Initiative. It presents the selected individual with the unique opportunity of predicting the future of Federal Cloud Computing - as a critical member of a team that is defining it. As a member of the Cloud Team, you will be expected to bring a passion to perform and excel at delivering secure cloud solutions to the Federal workforce. You will leverage strong communication skills, a customer service-based approach and be a positive addition to the team as an independent contributor with the ability to "figure out" and overcome obstacles. Additionally, a portion of this role will center on identifying opportunities for business/scope development and internal operation improvement for SIE leadership.

### **Key responsibilities include:**

- Write and edit end-user and internal-user knowledge base content describing cloud computing processes, services, dependencies, compliance and troubleshooting processes.
- Collaborate with Cloud Support Engineers to optimize and maintain internal and external content for usability and accessibility, while maintaining a high bar for quality.
- Work directly with development teams and government stakeholders to produce world-class knowledge base articles.
- Work collaboratively with internal and external global stakeholders to conceptualize and develop content that strengthens the team's internal brand
- Create, maintain, and edit knowledge base articles that are used by a wide audience with varying skill levels.



- Use writing expertise and extraordinary attention to detail to evaluate, uphold, implement, and evangelize content standards that reflect the voice of the customer
- Manage all aspects of the documentation process—from planning to content maintenance.

**As the ideal candidate, you must possess:**

- Be able to self-direct, multi-task, and prioritize assignments.
- Have strong written and content creation skills.
- Be highly organized with acute attention to detail in a deadline-driven environment.
- Be able to write content that clearly communicates complex technical topics to customers.
- Be able to work independently as well as in a collaborative team environment.
- Be able to conceptualize technical and functional content and while turning it into something task-focused that customers enjoy consuming.
- Be able to research, develop, write, and edit effective content with a focus on the intended audience.
- Have experience designing and delivering customer-oriented documentation.
- Have experience developing, creating, and supporting content for developers and/or systems administrators.
- Have 3+years of experience as a technical writer or content strategist.
- Possess a strong desire to learn new technologies, the curiosity to figure out how things work, and a passion for improving the customer experience.
- Obsess about the customer experience, never settle for good enough, and continually inspire others to advocate on behalf of the customer.
- Hold a bachelor's degree in communication, education, or a related field.
- Have experience with technical customer service organizations.
- Be familiar with Cloud Service Providers.
- Have project management experience.
- Have knowledge management experience.
- Have experience managing content in a CMS.

*All applications are held in strict confidence. SIE Consulting Group is an equal opportunity employer who encourages applications from all qualified applicants. We thank all applicants for their interest; however, only short-listed candidates will be contacted.*