

TECHNICAL WRITER

Recruitment #2104-4157-001

Specialty	Information Technology
List Type	Original
Requesting Department	Milwaukee Police Department
Open Date	5/7/2021 08:00:00 AM
Filing Deadline	6/1/2021 11:59:00 PM
HR Analyst	Marti Cargile

INTRODUCTION

Located on the western shore of Lake Michigan, Milwaukee is an urban hub bursting with energy. Milwaukee provides a casual sophistication – big city appeal without the big-city hassles. We are accessible and affordable, and our residents are welcoming. Milwaukee has evolved through the years, bringing together its unsurpassed old world charm with a breathtaking Art Museum, top-flight arts and cultural attractions, professional sports, lakefront festivals, recreational opportunities, and great restaurants.

The City of Milwaukee is proud to employ a diverse workforce that is committed to providing exemplary service to the City's residents. If you have a passion for being a part of an inclusive team of public servants, please consider the following opportunity.

PURPOSE

The Technical Writer conducts research and drafts, reviews, and revises information technology (IT) policies, defining the processes for the efficient management of and accountability for IT systems and resources.

ESSENTIAL FUNCTIONS

SYSTEMS DOCUMENTATION

- Study drawings; observe system operations and maintenance processes to document operating procedures and detail.
- Develop or maintain online help documentation and informational material such as operating instructions, how-to manuals, technical process diagrams, and Frequently Asked Questions (FAQs) pages to help technical support staff, end-users, and others within the Milwaukee Police Department (MPD).
- Maintain records and files of work and revisions.
- Complete trouble tickets.

PROJECT LEADERSHIP

- Convene workgroups and lead teams through edits of written materials, managing the flow of information among project workgroups during development and testing.

- Conduct periodic reviews with IT Division staff such as computer hardware engineers, support specialists, and software developers; analyze any changes to existing policies that are required.
- Lead teams and workgroups reviewing and analyzing the rules, regulations, policies, and procedures of the IT Division.
- Collaborate with other law enforcement agencies regarding IT best practices.
- Maintain SharePoint collaboration pages.

RESEARCH AND ANALYSIS

- Conduct extensive in-depth research and analysis of various IT issues, such as system operation, system maintenance, and IT management best practices.

We welcome qualified individuals with disabilities who are interested in employment and will make reasonable accommodations during the hiring process in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

CONDITIONS OF EMPLOYMENT

***** The Technical Writer is considered essential staff during the current public health emergency. *****

MINIMUM REQUIREMENTS

1. **Bachelor's degree in English, technical communication, information science and technology, or a closely related field from an accredited college or university.**
2. **Three years of full-time equivalent experience as a professional technical writer in the information technology (IT) field.**
3. **Valid driver's license at time of appointment and throughout employment.**

Equivalent combinations of education and experience may also be considered.

IMPORTANT NOTE: You must submit the following documents by the application closing date.

- All documents should be attached to your online application or sent via email to staffinginfo@milwaukee.gov.
- Please indicate "Technical Writer" in the subject line.
- Applications without college transcripts and two writing samples are considered incomplete and may be rejected.

1. Two writing samples, i.e., excerpts of non-confidential policies, procedures, documentation, instructions, manuals, job aids, etc. that you have authored.

- Submit **two** samples only.
- Maximum of **1,000 words** per sample.
- Samples must be legible.
- You may submit clear and readable photographs of the sample(s).
- Do not refer to a web link.
- Do not submit originals or hard copies.
- Writing samples cannot be returned.

2. College transcripts. Unofficial copies are acceptable; however, your transcripts must be legible and include your college name, your name, the degree completed, and the date completed.

KNOWLEDGE, SKILLS, ABILITIES & OTHER CHARACTERISTICS

TECHNICAL/COMMUNICATION:

- Ability to read and interpret technical documents.
- Knowledge of administrative processes and workflow management.
- Knowledge of information technology, including skill in using various enterprise systems; collaboration and productivity software; word processing, database, spreadsheet, and presentation programs; and the Internet.
- Knowledge of training and instructional design principles.
- Knowledge of communication and media production methods.
- Knowledge of the English language, including proper sentence structure, grammar, and punctuation.
- Exceptional technical writing skills to be able to prepare thorough, clear, and error-free policies, procedures, documentation, instructions, manuals, job aids, plans, correspondence, and reports.
- Skill in developing informative visuals such as images, drawings, diagrams, graphs, charts, and infographics.
- Verbal communication skills to be able to clearly share complex technical information with non-technical users.
- Presentation and facilitation skills to be able to effectively lead project workgroups.

INTERPERSONAL:

- Interpersonal skills and the ability to thrive in a quasi-military environment working with sworn and non-sworn staff, other City managers and staff, and representatives of other agencies.
- Customer service and active listening skills to be able to meet the needs of departmental leaders and end-users.
- Ability to think independently and work with minimal supervision.
- Ability to work cooperatively in a team-oriented environment with people whose backgrounds may differ from one's own.

CRITICAL THINKING AND PROFESSIONALISM:

- Skill in conducting research, collecting and analyzing data, and summarizing information.
- Skill in identifying and solving problems, making decisions, and using sound judgment.
- Organizational skills necessary to maintain accurate records.
- Planning and coordination skills to effectively manage and complete projects within deadlines.
- Attention to detail and ability to concentrate in a busy environment.
- Honesty and integrity as well as the ability to maintain confidentiality.

CURRENT SALARY

The current salary range (2HX) is \$61,356-\$76,806 annually, and the resident incentive salary range for City of Milwaukee residents is \$63,197-\$79,110 annually. Appointment above the minimum is possible based upon level of experience and other qualifications and is subject to approval.

The City of Milwaukee provides a comprehensive benefit program that includes the following:

- Defined Benefit Pension Plan
- 457 Deferred Compensation Plan
- Health and Dental Insurance
- Comprehensive Wellness Program
- Onsite Clinic Services
- Onsite Employee Assistance Program
- Alternative Work Schedules
- Long Term Disability Insurance
- Group Life Insurance
- Tuition Benefits
- Paid Vacation
- 11 Paid Holidays
- Paid Sick Leave and other paid leaves
- Flexible Spending Arrangement
- Commuter Value Pass

For full details of the benefits offered by the City of Milwaukee, please visit <http://city.milwaukee.gov/Benefits>.

SELECTION PROCESS

THE SELECTION PROCESS will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

INITIAL FILING DATE - The examination will be held as soon as practical after **Tuesday, June 1, 2021**. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time, and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

NOTE: To be hired by the Milwaukee Police Department, candidates must pass an MPD background investigation before hire. Your application will be rejected if you have been convicted of a felony.

ADDITIONAL INFORMATION

- Applications and further information may be accessed by visiting www.jobaps.com/MIL.
- If you would like assistance completing an application, please contact the Department of Employee Relations at (414) 286-3751 or staffinginfo@milwaukee.gov.
- The Department of Employee Relations is located in City Hall, 200 E Wells St, Room 706, Milwaukee, WI 53202.

CONCLUSION

EEO 203

The City of Milwaukee values and encourages diversity and is an equal opportunity employer.