



Job Title:	Technical Writer/ Training Coordinator
Location:	Sarasota, Florida
Position Type :	Full-Time

Job Description

Position Description:

The purpose of this position is to explain in simple language technical ideas, concepts, and specifications that are difficult for the average person to understand through the creation, maintenance, and dissemination of written and audio/video material.

Expected Competencies:

- A bachelors degree in English and/or Computer Science from an accredited institution
- 1-3 years of experience in software and information technology operations, administration, and project management with a concentration in technical writing.
- Demonstrates a basic level of technical knowledge for IT networking as it relates to software production environments.
- Demonstrates a basic understanding of Unix-based and Windows operating systems.
- Demonstrates a basic understanding of database administration and the SQL query language
- Demonstrates a basic understanding of various coding-languages to include C, C#, Java, and ASP.NET.
- Understands new computer programs by analyzing requirements; constructing workflow charts and diagrams; studying system capabilities; writing specifications.
- Maintains comprehensive a document change management program for system protocols, procedures, help guides, tutorials, online documentation and more.
- Develops and disseminates training material via an online training system, including all written and audio/video recorded material.
- Manages a comprehensive training and certification program for end-users and internal staff.
- Provides references for end-users by writing and maintaining user documentation; providing help desk support; training users.
- Prepares technical reports by collecting, analyzing, and summarizing information and trends.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.
- Contributes to team effort by accomplishing related results as needed.

Required Skills/Qualifications:

Microsoft Office, Microsoft Windows, Unix, Analyzing Information , Teamwork, Software Maintenance, Written Communication, Promoting Process Improvement

Interested Candidates should submit a completed resume and cover letter to:

CSFi Human Resources: humanresource@csfi.com

* Applicant must be legally authorized to work in the United States without sponsorship.