



<b>Project</b>	PA MMIS 2020 SI/DH	<b>Job Title:</b>	Documentation Manager
<b>Location:</b>	Harrisburg, PA	<b>Travel Required:</b>	No
<b>Level/Salary Range:</b>	Professional	<b>Position Type:</b>	Full time
<b>Keywords: Medicaid, Technical Writing, Management, Information Technology</b>			
<b>Project Synopsis</b>			
<p>We have an exciting opportunity for a talented and experienced Documentation Manager to lead a team of technical writers in providing documentation support for the development of a new enterprise-level health IT modernization initiative. This position requires an individual with exceptional management skills, a strong work ethic, excellent writing and editing capabilities, the ability to meet deadlines, and the capability to effectively understand and translate technical information for both technical and non-technical audiences. An understanding of IT documentation best practices is required and understanding of the Medicaid environment and is preferred.</p>			
<b>Job Description</b>			
<b>Responsibilities</b>			
<ol style="list-style-type: none"> <li>1. Oversee the performance of a team of technical writers, assign resources, and update management on projects</li> <li>2. Lead the reconciliation of customer comments after review cycles</li> <li>3. Retain overarching responsibility for meeting deliverable timelines/due dates; identify dependencies and risks to completing deliverables on the prescribed due dates</li> <li>4. Ensure the team's success in working collaboratively with the engineering, business analysis, and PMO teams to develop quality project plans and other written deliverables</li> <li>5. Develop, with the technical writing team, project-specific deliverables in accordance with directions, technical requirements, and the project schedule</li> <li>6. Ensure compliance to customer-approved templates/outlines and with documentation needs through client and other stakeholder collaboration</li> <li>7. Initiates the change order process when out-of-scope additions to documentation are requested by the customer</li> <li>8. Write assigned materials that fully reflect the project team's expertise and experience, interviewing project sources and/or reviewing existing collateral, as needed, to inform deliverable content</li> <li>9. Edit and conduct quality assurance checks on written materials to ensure conformance with writing best practices and template requirements</li> <li>10. Ensure that project documents follow the documented and approved Deliverable Acceptance Plan</li> <li>11. Work with the project team, as appropriate, to articulate innovative solutions that respond to client challenges and demonstrate value for the customer</li> </ol>			

12. Develop and maintain qualification materials, including project profiles, experience matrices/overviews, capability statements, etc.
13. Maintain technical documentation in the appropriate project repository and manage organizational documentation through the document life cycle

#### **Qualifications and Education Requirements**

1. Bachelor's Degree in business, marketing, communications, public relations, or related
2. A minimum of 10 years proven successful experience writing moderate to high complexity technical documentation
3. Ability to learn and translate IT concepts in a compelling way (prior experience in a software development, infrastructure, or other IT field is highly preferred)
4. Detail oriented and organized, with exceptional prioritization skills
5. Ability to effectively balance conflicting priorities and meet deadlines
6. The ability to use standard English writing styles and structures – this includes the ability to research and synthesize information from multiple sources into a cohesive, easy-to-read, and persuasive final product
7. Experience working with technical writing teams in a dynamic, fast-paced environment supporting critical business activities
8. Demonstrated proficiency with web-based tools and Microsoft Office applications including but not limited to Outlook, Word, Excel, PowerPoint, SharePoint, and Visio.
9. Working knowledge in the use of desktop publishing software such as Adobe Acrobat
10. Excellent written and verbal communication skills
11. Ability to work effectively within a group with 'team spirit' as well as be independently motivated with minimal supervision
12. Ability to work collaboratively with a multitude of client representatives, other contractors, and stakeholders

#### **Preferred Skills**

- Knowledge of standards such as PMBOK, CMMI, ISO, and IEEE standards is desirable
- Experience in document management and document management systems or content management systems software is preferred