



Job Description

Title: Technical Writer

Job Summary: VistaShare's Outcome Tracker software platform helps nonprofit programs manage client data. The Technical Writer creates online help and online Learning Center courses for Outcome Tracker users and assists in the testing of new features and program updates.

Duties and Responsibilities

- Create and maintain online help for Outcome Tracker features and modules
- Create and maintain online Learning Center courses
- Collaborate with the Product Development Team, Implementation Team, and Customer Support Team to prioritize online help and Learning Center content
- Work with the Product Development Team to write on-screen instructions/tips
- Participate in User Interface reviews for new product features
- Ensure updates are applied for authoring and video production tools (currently AuthorIT and Camtasia)
- Assist in testing program changes for Outcome Tracker product releases

Knowledge, Skills, and Abilities

- Strong verbal and written communication skills
- Computer experience and aptitude
- Strong organizational and analytical skills

Credentials and Experience

- Bachelor's degree is preferred but not required
- Training and/or experience with technical writing is preferred but not required
- Experience with single sourcing platforms (such as AuthorIT) and video production software (Camtasia) is preferred but not required
- Experience in teaching/adult education is preferred but not required

Other Requirements

- Willingness to work collaboratively on a team as well as independently on tasks/projects

To apply, please send a cover letter and resume to employment@vistashare.com

Date revised: June 21, 2022