The Technical Writer reports to the Supervisor of Curriculum Development and Training and is an integral part of the Curriculum Development and Training section, contributing in numerous ways to assist in meeting planned goals and attaining successful project outcomes. The Technical Writer works independently and as part of a team to produce superior documents related to the design, development, and delivery of in-person and online training courses. In addition, this position develops, writes, and supports staff in the preparation of a wide variety of technical documentation. Documents created, edited, and/or managed by the Technical Writer include proposals for grants and cooperative agreements, statements of work, white papers, standard operating procedures, and curriculum research. The Technical Writer also serves as a subject matter expert as appropriate.

- Prepares written business correspondence that is complete, coherent, grammatically accurate, effective, and professional
- Plans, develops, organizes, writes, and edits technical documents
- Creates and maintains a comprehensive online library of technical documentation
- Analyzes and manages documents (including technical documentation) for compliance, content, style and usage, updates, and revisions
- Assists in collecting and organizing information for preparation of user manuals, training materials, proposals, and reports
- Consistently delivers accurate print and electronic documents of the highest quality
- Collaborates with the project team, other staff, and end users to interpret information, define business procedures, and establish documentation processes
• Researches, analyzes, and reports data to support compelling, insightful, and effective recommendations and presentations
• Works with developers to produce quality documentation and training materials
• Coordinates layout and design of documents
• Coordinates all phases of documentation
• Writes easy-to-understand user interface text, online help, and developer guides
• Provides input, edits, reviews, develops, and/or presents a wide variety of documents, including letters, bullet background papers, presentations, spreadsheets, forms, metrics, reports, briefings, procedural manual development, after-action reports, and other documents as needed
• Maintains quality results by using templates; following proposal-writing standards including readability, consistency, and tone; and maintaining proposal support databases
• Prepares and maintains operations documentation, user guides and manuals, and technical publications
• Collaborates in conceptualizing and building new courses according to accepted instructional systems design best practices
• Brainstorms new topics and areas of training
• Organizes and carries out operational tasks associated with setting up a Subject Matter Expert (SME) meetings
• Attends SME meetings and may assist with the recording and documentation process
• Performs and/or assists in research related to course or instructional design content and concept
• Performs and/or assists in the development and design of new training courses and materials for in-person and/or online courses, including the writing and/or editing of creative scenarios and problem-based learning activities
• Maintains digital and/or archived paper-based documentation, using accepted practices for document management and version control
• Reviews and edits course materials and other online and print materials prior to publication or distribution
• Works as a member of a cross-discipline team to complete projects as required within an established time frame, coordinating with other NW3C employees as necessary
• Performs special projects and other appropriate duties as assigned, including coordination with other personnel

QUALIFICATIONS

Education and Experience
• Bachelor’s degree from an accredited college or university. Degree in technical writing, communications, journalism, instructional design, learning technology, education, or similar preferred. Alternatively, major or minor in criminal justice, legal studies, or computer science desirable.
• Experience in technical writing, instructional design, eLearning development, or a related field can substitute for and/or supplement the education requirement.
• Experience with any and all of the following preferred:
  o State, local, or federal law enforcement operations
  o The criminal justice system
  o Criminal intelligence activities
  o Digital forensics and/or mobile forensics
  o Financial analysis
Skills

- Strong technical writing and editing
- Proficiency with industry-standard tools and software such as Microsoft Word, SharePoint, Excel, Publisher, PowerPoint, Visio, Adobe Acrobat, and Photoshop
- Must excel at translating complex technical documents and concepts to make them easily understandable for the intended audience

Abilities

- Ability to write, read, analyze, and interpret technical documents
- Ability to multi-task and accomplish position dimensions with minimum direction
- Ability to consistently meet goals and deadlines
- Ability to effectively present information and respond to questions as required
- Ability to work with mathematical concepts and to apply them to situations
- Ability to communicate effectively, both verbal and written skills as well as strong presentation skills
- Ability to work both as an independent contributor and as a strong team player
- Ability to interface with all levels of the organization
- Ability to work in and adapt to a changing environment
- Ability to translate extracted and sourced data into user-friendly formats
- Ability to be adaptable and flexible while responding to deadlines on assignments and workflow fluctuations
- Ability to define and solve practical problems, collect data, establish facts, and draw valid conclusions
- Ability to compile reports, business correspondence, and procedure manuals that conform to the prescribed style and format
- Ability to interpret an extensive variety of technical and general instructions in various forms and deal with several abstract and concrete variables
- Ability to accomplish a wide range of responsibilities and consistently meet or exceed deadlines and goals
- Ability to maintain confidentiality, work as part of a team, and inspire teamwork in others
- Knowledge of general statistical analysis
- Knowledge of concepts associated with business acumen and analytical skills
- Must have a commitment to a client service environment and the ability to represent NW3C in a professional manner
- Must be flexible and able to adapt to new and varied circumstances

Dynamic atmosphere

Over the years our work has been funded largely by the Department of Justice and they will continue to be a valued partner for us. At the same time, we’re looking to expand beyond the public sector, and that means we’re bringing a new level of entrepreneurialism into the organization. You will help ensure that we have an energetic, creative, and future-oriented culture.

Professional development

If you are currently looking for the chance to let your innovation, passion for technology, and skills and abilities shine, this is your chance. It also can be a great transition from a government career into industry -- we have a foot in both worlds. You won't be micromanaged and we are open to any well-considered idea.
Making a mission-driven difference
You will join a staff that is strongly committed to NW3C’s mission. Our services make a difference in a variety of areas, from ransomware to identity theft to cyberbullying. At the end of every day, you can feel pride in the work you deliver and the impact you make.

Great environment
We take pride in our collegial, team-focused culture, and as part of our team you’ll enjoy flexibility as well as a collaborative environment. You’ll find that people like working here, as demonstrated by the high number of long-tenured individuals.

Excellent compensation and employee benefits
In addition to a competitive salary, we offer a comprehensive benefits package which includes a generous offering of health, dental, vision, life and disability insurance, sick, and vacation leave, holiday pay, as well as a retirement savings plan with a generous company match and contribution formula.

NW3C provides a nationwide support system for law enforcement and regulatory agencies involved in the prevention, investigation, and prosecution of economic and high-tech crime. We also are expanding globally, and today we have more than 5,000 member agencies in the U.S. and its territories as well as 15 other countries throughout the world.

Classroom and online training
We offer training from an extensive catalog and as well as develop customized training solutions. Our courses cover a wide array of subject matter, including cyber investigation, cybersecurity, financial crime, intelligence analysis, and cyberbullying.

Technical assistance
We offer analytical technical support to agencies investigating and prosecuting white collar and related crimes. Examples includes providing guidance in handling financial investigations and proper handling of electronic evidence (smartphones, computers, etc.). We provide assistance related to high-tech crime, financial crime, intelligence analysis, and research.

NW3C is an Equal Opportunity Employer
Successful completion of background investigation and drug test required

To apply, please send resume and indicate the position of interest via email to opportunities@nw3c.org or adeane@nw3c.org