

Tech Writers obtain and present specialized information using the following skills, knowledge, and abilities to accomplish their daily tasks:

- **Writing** - Communicating effectively with others in writing as indicated by the needs of the audience.
- **Active Listening** - Listening to what other people are saying and asking questions as appropriate.
- **Speaking** - Talking to others to effectively convey information.
- **Information Gathering** - Knowing how to find information and identifying essential information.
- **Information Organization** - Finding ways to structure or classify multiple pieces of information.
- **Synthesis/Reorganization** - Reorganizing information to get a better approach to problems or tasks.
- **Active Learning** - Working with new material or information to grasp its implications.
- **Facilitation** – Acting as an objective idea generator.
- **English Language** - Including the meaning and spelling of words, rules of composition, and grammar.

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## WHAT NEXT?

If you are interested in discovering what tech writers can contribute to the success of your project, contact Steve Garriott.

Steve Garriott, Senior Technical Writer



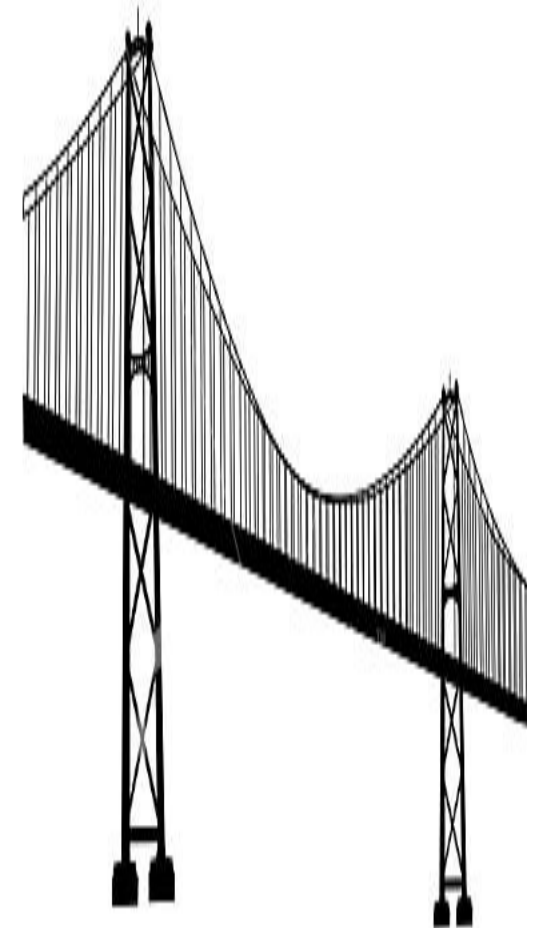
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## TECHNICAL WRITING SERVICES

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### The Bridge Between Ideas and Users



# WHAT CAN TECH WRITERS DO FOR YOU?

## WHAT'S THE BOTTOM LINE?

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TECHNICAL WRITERS (or tech writers) can do the following (and much more!):

- Assist in **developing strategies for communicating** project information in all forms.
- Support the creation, review, and approval of any **company-specific deliverables**, such as system development lifecycle (SDLC) documentation.
- Create team **processes and lifecycles**, including diagrams and process description documents.
- Develop enterprise technical **guidelines** and services documentation.
- **Edit any text** for clarity, conciseness, consistency, and grammatical correctness, providing an objective set of eyes.
- Aid engineers in developing data collection **tools and templates**.
- Conduct **interviews** with technical subject matter experts (SMEs) to collect project data.
- Facilitate **idea development** and planning on an individual or group basis.
- Assist in document audits and UAT activities.

## HOW DO TECH WRITERS DO THIS?

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THAT'S THE BIG QUESTION often in the back of people's minds. They know that Tech Writers "write stuff," but they don't see what happens behind the scenes.

Tech Writers **deliver meaning to users**. Their goal is to make complex technical concepts easy to understand. By making knowledge accessible and useful, project teams are better able to attain success.

When writing documents, tech writers consider:

- Who will use this document?
- What do they need it for?
- Why do they need this document?
- When will they use the document?
- Where will they read the document, for example, online or in the field?

Tech Writers compose **documentation** for a wide variety of users, both technical and non-technical. They specialize in creating concise, easy-to-read, and relevant text for project deliverables, templates, web sites, and specialized expert publications.

With the industry emphasis on **efficient processes**, Tech Writers are a resource for facilitating, defining, building, and refining team processes.

Tech Writers perform the following tasks:

- Analyze the needs of the target audience and gather requirements.
- Study data and conduct in-depth interviews to understand the deliverable needs, process, or procedure.
- Provide leadership and management in the area of intellectual property (IP) collection; getting the information out of the heads of the subject matter experts and making that IP available for use.
- Produce or arrange for illustrations, charts, and photographs to be included in deliverables.
- Edit, standardize, and revise material prepared by project team members.
- Prepare layout of material for deliverables and templates.
- Prepare rough drafts of deliverables for review with the project team and/or customers.
- Create and edit company web pages.

**To request Tech Writing services, contact Steve Garriott (sgarriott@instant-service.com)**