

Technical Writer

COMPANY PROFILE:

NikSoft Systems Corporation is a recognized Information Technology solutions provider. Founded in 1998 and based in Reston, Virginia, NikSoft is a CMMI Level 3 Certified company with an established reputation for excellence and on-time delivery with a consistently high customer satisfaction rating from its Federal Government and private consulting contracts.

JOB DESCRIPTION:

NikSoft is searching for a full-time **Technical Writer** to join our fast growing team of Information Technology professionals supporting our Federal clients in Falls Church, VA. Niksoft and our partners are seeking talented individuals possessing a variety of skills to join our team to lead the complete implementation of Business Contingency Plans, Continuity Of Operations Plans (COOP), and Disaster Recovery Plans (DRP) to support 16 mission-essential DOD Health Care applications migrating to a new virtualized operating environment. The environment includes a variety of Infrastructure and technology services providing a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS) model where application owners are responsible for installing and configuration application specific technologies and components.

The ideal candidate must have demonstrated experience in developing detailed technical Standard Operating Procedures (SOP), policies, and policy instructions to support complex IT environments and applications. Candidates must also have previous work experience associated with developing business continuity plans and be familiar with Information Assurance requirements. The primary responsibilities of Technical Writers include:

- Developing standardized documentation templates focused on business continuity plans and other relevant documents or artifacts.
- Developing SOPs and policies to include procedure steps, assignment of responsibility, expected durations, task detail.
- Working with the Disaster Recovery Analysts and Systems Engineers to capture and record all required detailed information needed to support the continuity plans.
- Interacting with other external stakeholder agencies and organizations as well as application owners.

Candidates should have working knowledge and familiarity with complex modern Information Technology (IT) infrastructure and technology services using:

- IBM PowerVM and VMware virtualization technologies
- Large Storage Area Network (SAN) implementations
- Various data, database, and file system replication technologies
- Implementation of cloning/image technologies to support rapid provisioning
- Networking and Infrastructure services such as DNS, AD, Centrify, and complex multi-interface segmented network implementations.

CORE EXPECTATIONS:

- Must have extensive demonstrated proven experience in developing a variety of detailed IT-related policies, SOPs, and other documents necessary to support NIST and DoD requirements related to business continuity plans and Information Assurance.
- Must have experience documenting complex modern IT environments and applications where IaaS, PaaS, and SaaS are employed and integrated with applications.
- Must possess excellent oral communication and writing skills to facilitate communications with key external stakeholders, application owners, and leadership.

TECHNICAL SKILLS & EDUCATION REQUIREMENTS:

- Bachelor's Degree.
- Familiarity with various COTS technologies supporting complex web-based applications built on relational database technologies.
- Familiarity with documenting UNIX-based and Windows operating platforms such as AIX, Solaris x86, and Windows Server 2012.
- Familiarity with IaaS, PaaS, and SaaS solutions designed to support modern virtualized data center operations.

DESIRED SKILLS & KNOWLEDGE:

- Familiarity with DoD Health Information Systems or other Health-Care Provider & Delivery applications.
- Familiarity with Business Contingency Plans and Disaster Recovery Plans.
- Familiarity with DoD Information Security Policies, Information Assurance practices, and Certification & Accreditation (C&A) requirements.

CONTRACT REQUIREMENTS:

- Must be a U.S. Citizen
- Must either have or be able to obtain a DoD Secret Clearance

BENEFITS:

NikSoft's competitive benefits program includes comprehensive medical and dental care, matching 401K, paid time off, flexible spending accounts, disability coverage, and other benefits that help provide financial protection for you and your family.

NikSoft is an Affirmative Action/Equal Opportunity Employer and supports diversity in the workplace. Applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, age, disability, veteran status, marital status, or sexual orientation. For more information about our other openings, please visit

www.niksoft.com