



It's about **EXCELLENCE**. It's about **PASSION**. It's about **INTEGRITY**.

Do you have an **entrepreneurial spirit**? Do you want to be held **accountable** for your **results**? Do you **drive** towards **success**?

Then join the **WellPoint Systems** team and together, let's **elevate** your career to the **next level!**

Technical Writer/Resource Administrator

Dual role to:

1. develop, write, and edit material for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications concerned with work methods and procedures, and installation, operation, and maintenance.
2. define and implement process and tools for collection of all resource allocation data.

Responsibilities:

- Drive continuous improvement of the resource allocation process.
- Schedule and facilitate weekly meetings with the Professional Services Managers and Business Architects to update the resource plan.
- Publish weekly performance & utilization metric reports by resource/project to the Professional Service Managers and Business Architects (to include a look into the pipeline and backlog known. Forecasts are handled through another mechanism)
- Communicate resource conflicts, open issues: provide updates as appropriate per the escalation process.
- Accountable for achieving monthly, quarterly and annual performance metrics.
- Provides instructional documentation to explain the use of software application to benefit users.
- Translates technical terminology into easy to use narrative and instructions.
- Reviews, proofreads or edits complex or technical writing of others.

Qualifications:

- 3 years of resource allocation
- 3 years of technical writing
- Facilitation capability
- Interpersonal communication; listening
- Time management; efficient.

Interested candidates are invited to forward a resume, in confidence to:
careers@wellpointsystems.com

We would like to thank all applicants for their interest in this position however only those selected for interviews will be contacted.