Technical Writer

Company Information:

For over 70 years, O'Neil & Associates has specialized in the preparation of technical publications for widely diverse customers. We continue to expand and develop our technical writing, technical illustrating, provisioning, and information engineering staff and processes. In addition, we have embraced and refined rapidly evolving publishing technologies to manage and distribute information.

Today, O'Neil & Associates is in a position of leadership as a developer of product support information. We serve customers worldwide from our corporate headquarters building in Miamisburg, Ohio. To maximize customer service, we also have staff located near various customers' sites, including Palm Bay, Florida; Sacramento, California; Fairview, Oregon; Oshkosh, Wisconsin; Warren, Michigan.

Position Summary:

This role is responsible for responding to customer requests for information regarding parts, operator, and service manuals as well as technical information on the customer's website. This role will be required to respond to the customer requests accurately and timely. This position will involve entry to mid-level mechanical technical writing, will work with ONEIL's CMS (content management system), will complete parts, operator, and service manual authoring, and will ensure data is filed correctly. This position will be the face of ONEIL with our customer.

Position Requirements:

We are looking for someone who can interact with our customer daily, read and interpret manufacturing and engineering drawings and bills of material. This role will require someone to create parts, operator, and service documentation via SGML, and cataloging of parts. The individual should be a self-starter, organized, and able to work with multiple levels within an organization. We are looking for someone who has experience with SGML, XML, or similar mark-up language, understands how to read and interpret engineering drawings, blueprints and schematics. The individual should have a basic knowledge of Photoshop and Illustrator graphic software. Our ideal candidate will have 2-3 years of experience reading and interpreting blueprints and schematics and have experience in a technical writing role.

- 65% - Resolving customer requests for specific information found in previously released parts, service, and operator manuals and referencing specific data (blueprint, schematic) in the manual
- 20% - Maintaining filing system of drawings, schematics and manuals of data
- 15% - Creating artwork of parts in Photoshop or Illustrator software

Individual should be authorized to work in the United States for any employer without sponsorship.

O'Neil & Associates, Inc., offers a complete benefits package including medical and dental insurance plans, paid time off (PTO), short & long-term disability insurance, life and accidental death & dismemberment (AD&D), 401(k) retirement plan and employee stock ownership program, and an on-site workout facility.

O'Neil & Associates, Inc., is an equal opportunity employer and considers qualified applicants for employment without regard to race, color, creed, religion, national origin, sex, sexual orientation, gender identity and expression, age, disability, or Vietnam Era, or other eligible veteran status, or any other protected factor.