

Open Position:

Technical Writer



Position Overview

BHMI currently has an opening for an experienced **technical writer** who has experience with documenting the configuration, operation, and management of large-scale software products. BHMI develops big-league back-office software solutions for electronic payment processors, including banks, merchants, financial networks, and other processors of financial transactions with its product family, Concourse Financial Software Suite®, a highly configurable, robust, rules-based solution for managing the back-office components of electronic payment transaction processing. Concourse delivers mission critical solutions for the electronic funds transfer (EFT) industry in the areas of settlement, disputes, reconciliation, and fees assessment.

Professional Skills

This technical writing position needs a self-directed team player, who can work effectively as an individual as well as a team member to carry out the following duties:

- Research, outline, write, and edit new and existing content, including help files, user guides, and reference material
- As necessary, design and create graphics illustrating information being documented
- Use the software being documented to obtain a deep understanding of BHMI products and services and to translate complex product information into simple, polished, and engaging content
- Review scope documents, requirements, and specifications to determine the impact on the existing documentation set or define the need for new documentation
- Review documentation written by others for clarity, adherence to standards, and completeness
- Evaluate current content and develop innovative approaches for improvement

Candidates should be proficient in the use of the following software products:

- Microsoft Word, particularly use of templates, styles, and conditional text
- Adobe Acrobat Pro
- Adobe Photoshop Elements or Visio for creating graphics
- Snagit or Snipping for copying screen information
- Familiarity with Microsoft Excel a plus
- Recent experience with using AI

Desired qualities of candidates include

- At least three years of experience in creating software documentation
- Familiarity with electronic payments environment
- Proven ability to quickly learn and understand complex topics
- Skilled in written communications
- Ability to work individually and as part of a team with little to no supervision
- Ability to create accurate documentation under a deadline
- Strong attention to detail

Candidates will need a BS or BA degree in technical communications or equivalent experience.

If You . . .

- Have the desire to design and develop comprehensive technical information for BHMI's financial software customers around the globe
- Want to leverage your experience and knowledge of financial software systems
- Want to be a key team member on the Concourse Financial Software Suite product team
- Want to collaborate with other team members who have years of successful software development experience
- Are interested in business processes and how Concourse Financial Software products can be used to meet customer needs
- Want your own office (not a cube)

Take a look at BHMI and apply today at
<http://www.bhmi.com/onlineapp/>

BHMI is always looking for talented individuals to add to our team. Even if this position does not meet your career objectives, you are welcome to submit your resume to BHMI. We will keep it in our files for up to one year and keep you in mind for other positions that become available.

BHMI's corporate office and development center are located in Omaha, Nebraska.

