Country: The Commonwealth of The Bahamas
Supporting Institution: Inter-American Development Bank
Programmes: Program to Support the Health Sector to Contain and Control Coronavirus and to Mitigate its Effects in Service Provision & Programme to Support the Health System Strengthening of The Bahamas
Project Number: BH-L1053 & BH-L1055
Loan Number: 5179/OC-BH & 5296/OC-BH
Sector: Health
Deadline: January 19, 2023

Consultancy: Senior Technical Writer
Consultancy Location: Nassau, The Bahamas
Reports to: IS4H Programme Lead – Ministry of Health & Wellness

The successful individual will work as a part of the MOHW on a contractual basis and report to the IS4H Programme Lead (or other designated alternate). The successful individual will also work collaboratively with other leaders from across the Ministry of Health and national health system stakeholders, as well as with other ministries and international partners. The successful individual will be responsible for the production of high-quality documentation that will clearly articulate the feature set of the products being released, and how to maximize their usage from the perspective of the customer. You will join a team of talented technologists and work collaboratively with developers, engineers, product managers, and usability experts to make our products easier to use and adopt. This contract is expected to be completed in a twenty-four-month period starting in January 2023.

Main Responsibilities

The main objective of this consultancy is to provide technical writing and tutorial (video) creation support to the IS4H Project Team. The IS4H Team comprises information and communications technology experts and is led by the Information Systems for Health Programme Lead under guidance from the National IS4H Steering Committee and the Office of the Chief Medical Officer in the Ministry of Health & Wellness. The consultant will ensure the highest level of execution of delivery of technical documentation and will:

- Publish documentation in support of engineering teams that releases several times a week
- Publish user and system documentation for Health Information Exchange, Cashless, Appointment scheduling, forms automated, and any other solutions developed by the IS4H ICT Team during their weekly or fortnightly development sprints
- Develop simplified documentation that explains the HIE data, functional and interoperability requirements supporting national health priorities and information requirements for non-technical stakeholders to ensure maximum buy-in
- Be comfortable working on numerous docs on various systems at once with different delivery dates and other projects to improve our documentation culture & posture
- Work with internal teams to obtain an in-depth understanding of the product and the documentation requirements
- Produce high-quality documentation that meets applicable standards and is appropriate for its intended audience
- Plan, create, and maintain customer-facing documentation for one or more core product areas
- Write easy-to-understand user interface text, online help and developer guides
- Create tutorials to help end-users use a variety of applications
- Create and maintain the information and knowledge sites

The Successful Candidate will have the following skills:

- *Education:* A minimum of BS degree in Computer Science, Information Systems, Education, English or equivalent education or work experience
- *Experience:* Minimum of 3 years of relevant working experience proven experience writing about technical topics, whether this be blog posts, specs, or formal employment as a Technical Writer. Minimum of 3 years proven working experience in technical writing of software documentation
- *Languages:* Advanced writing, communication, and presentation skills in English
- *Core and Technical Competencies:* Ability to deliver high quality documentation paying attention to detail. Ability to quickly grasp complex technical concepts and make them easily understandable in text, diagrams, and pictures. Strong working knowledge of Microsoft Office especially MS Word. Basic familiarity with the SDLC and software development. Demonstrated ability and desire to work collaboratively with senior-level professionals and ability to build relationships with stakeholders. Attentive to detail, accurate and well organized. Cooperative and willing to assist others and work in a team environment. Observe and maintain confidentiality.

Further information can be obtained by e-mail: MOHWPEU@BAHAMAS.GOV.BS. All CVs and qualification documents must be submitted Re: **IS4H Senior Technical Writer Consultant** to the following e-mail address: MOHWPEU@BAHAMAS.GOV.BS on or before 5:00 pm on **19th January 2023.**