

Technical Writer

Minerva Knowledge Management, LLC (MinervaKM) is a company incorporated in Los Angeles, CA specializing in information architecture and knowledge management for the pharmaceutical and biotechnology industries. Our customers are worldwide recognized leaders in the industry with operations in the United States, Europe and Asia.

GENERAL PURPOSE OF THE POSITION

The Technical Writer has an active role in writing event and non-compliance deviation reports. The position requires handling and / or assisting in complex functions as they relate to the planning, development, arrangement, improvement, coordination and management of projects. The candidate must possess an advanced technical background, a rational and logical approach to problem solving, and well developed analytical abilities. In this role the candidate carries out various tasks within a dynamic fast-paced environment, exercises continuously good judgment in the execution of his duties, and is held responsible for his/her performance.

We have two open positions: one based out of San Diego CA, and the other based out of San Francisco CA. Although most of the work will be executed at the location site, the candidate must be able and willing to travel abroad (National and/or International) if needed, as it is not uncommon to be involved in projects overseas. Each project has its particular set of demanding, unique, and/or unconventional working environments and schedules (weekdays and/or weekends).

This is a direct hire opportunity, with interviews handled by the employer: Minerva Knowledge Management, LLC (MinervaKM). We would not accept third party referrals or staffing solicitations.

RESPONSABILITIES

The successful candidate will:

- Generate non-compliance event and investigative deviation reports
- Organize material and complete writing assignment according to established standards regarding order, clarity, conciseness, style, and terminology
- Interact and collaborate, as needed, with upstream / downstream personnel (Engineers, Inspectors, QA/QC managers, Subject Matter Experts (SME's), and others) across multiple departments to ensure quality and technical accuracy of documentation
- Integrate photos, pictures, drawings, sketches, diagrams, charts, and other support material intended to illustrate, simplify and / or clarify reports or assignments
- Observe personnel/process as it relates to production and operations to determine and describe proper and detailed operating procedures
- Design and support the creation of high-quality technical documentation such as, but not limited to, Standard Operations Procedures (SOP's), Computer Based Training (CBT's), and manufacturing receipts, manuals, and manufacturing process instructions, in line with QA/QC requirements

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- Review design specs, drawings, and other material or data related to the operation, maintenance, and service of equipment including Piping and Instrumentation Diagrams (P&IDs) and Process Flow Diagrams (PFDs)
- Review blueprints, sketches, drawings, parts lists, specifications, mock-ups, and product samples relevant to developing operating procedures, and production sequences in detail
- Support the update of procedures, manuals, graphics, and visual diagrams
- Assists in the development of graphical orientation campaigns (safety, process, quality control, quality assessment, etc) geared to educate and inform staff and employees
- Comply with mandatory security and/or quality training requirements and follow procedures, as requested by client or host facility, regulating agencies or the industry in general.
- Travel, as needed, to other sites to perform special assignments in line with responsibilities described above.

REQUIREMENTS

- Master or Bachelor degree in Chemical Engineering (preferably), Industrial Engineering, or Natural Sciences from a reputable educational institution. At this time we are not accepting on-line degrees.
- One to two years of technical writing experience within a QA/QC department preferably in biotech or medical device industry a plus. *We encourage entry level candidates with internship experience to apply.*
- Understanding of Piping and Instrumentation Diagrams (P&IDs) and Process Flow Diagrams (PFDs), and process modeling
- Ability to create simple and easy-to-follow descriptions of complex and highly technical industrial processes and procedures
- Ability to visualize and anticipate potential conflicts or disagreements between the technical writing data and the physical or practical realities encountered in the field.
- Ability to understand the implications from paper to field as they relate to content changes, format layout, etc.
- Ability to communicate in front of clients, employees, and other people
- Ability to understand and interpret different documents, such as, but not limited to, safety rules, regulations, operational and maintenance manuals, etc.
- Oral and written communication skills with polished grammar abilities
- Read, write and speak proficiently in English
- Knowledge and experience creating, editing and manipulating technical graphic software applications. Working experience with Corel Draw or Illustrator a plus.
- Proficient with the use standard measurement tools such as calipers, micrometers, height gage, thread gages and pin gages, etc
- Six Sigma Green Belt / Black Belt a plus
- Root Cause Analysis a plus
- Understanding of Geometric Dimensioning & Tolerance a plus.

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- Experience with CMM and Vision Measuring Systems a plus
- Ability to work within a team and to adapt to changes in a fast pace environment
- Detail Oriented, good judgment and time management skills
- Proactive attitude driven towards reliability and clarity of execution
- Proficient with Microsoft Office (Words, Excel, Access, Power Point, Outlook) applications
- Spanish, Chinese Mandarin, or Malay a plus
- Drivers License in good standing
- Valid US Passport or ability to obtain one
- Pass a background check and/or a drug test at any time upon request

REFERENCE CODES AND CONTACT INFORMATION

Ref Code for Technical Writer – San Diego: **MKM-201601-TW-SD**

Ref Code for Technical Writer – San Francisco: **MKM-201602-TW-SF**

Please e-mail resume with a coverletter to:

Mr. Gonzalez

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