PCS

Technical Writer Internship

** All candidates should include a writing sample with your application to this position******
Estimated Start Date: Immediate
Location: Houston, Texas (onsite – no remote work available)
Immediate Supervisor: CTO

Company Background
PCS Software, Inc. is an AI platform for the transportation logistics marketspace providing the trucking industry's most effective transportation management platform (TMP) to improve fleet management and delivery systems and increase profits for our customers. Through innovation and invention, our software individualizes work routines, consolidates workflows, and streamlines management controls to improve accountability, transparency, and eliminate costly and redundant manual processes.

Trucking companies and freight brokers trust PCS to optimize their dispatch, accounting, and fleet operations. TL, LTL, Intermodal, and freight brokerage services use our TMP to automate operations, easily access information, and reduce inefficiencies to maximize sales and revenue. Founded in 1997 and located in Houston, Texas, PCS Software is the leading developer of hosted software solutions designed specifically for the ground transportation industry.

Job Description: Technical Writer Intern
As a Technical Writer Intern, you will learn how to work within a hybrid of teams at PCS including development, support, QA, marketing, and product. PCS will teach you how to deliver top-quality product documentation. The Technical Writer Intern will have the opportunity to analyze, develop, revise, and publish technical and administrative information for product and internal documentation. This position will become familiar with a variety of the field's concepts, practices, and procedures. A wide degree of independent judgment, discretion, and latitude are expected in this internship.

Responsibilities
- Develop and maintain technical product documentation including technical articles, white papers, and help files.
- Collaborate with an agile development team to help create content deliverables for UI text, documentation, and blog posts following all company and department standards.
- Maintains a daily onsite core schedule as set by the department manager to ensure strong team commitment.
- Review the user interface for usability and user-friendliness.
- Research and translate technical information into user-friendly terminology.
- Create and publish video tutorials to explain complex information.
- Exemplifies the Core Values of PCS Software, Inc.

Qualifications
- **Written Communication** - learn to explain complex technical data clearly and concisely in a simple way for non-technical audiences; able to concisely explain technical data to technical audiences; able to display a meticulous attention to detail; able to edit work for spelling and grammar.
- **Comprehension skills** - able to understand role-based scenarios; able to think as a user.
- **Planning/Organizing skills** - able to prioritize work activities, use time efficiently, and work through large projects in a self-motivated manner.
- **Adaptability** - able to adapt to changes in the work environment, manage competing demands, and able to deal with frequent change, delays, or unexpected events.

- **Computer knowledge** - strong knowledge of word processing software (MS Office Suite); strong knowledge of electronic communication systems; familiarity with navigating the internet; become proficient using Git.
- **Research skills** - learn to conduct independent research using a variety of methods and ask questions about unfamiliar concepts.
- **Product life cycle knowledge –** gain a strong understanding of the documentation life cycle.

Education
- Candidates must be currently enrolled and attending a local college or university to obtain a BA/BS/MA/MS degree in Technical Writing, English, IT, Business, or related technical field with an anticipated graduation date in 2021, 2022, or recently graduated in 2020.
- Six months to two years of technical writing and software documentation experience
- Web hosting industry experience is preferred.

Success Factors
PCS Software is a company of motivated employees from a wide range of industries and backgrounds working toward a common goal – the success of our customers in the ground transportation industry. Our team works together and challenges each other to bring new ideas to the table to achieve our mission. That is, to create the most effective transportation management system in the country at delivering process improvements that immediately result in operational efficiencies and revenue generation for our customers.
- Solid track record of longevity at one company and the ability to show growth in your career progression.
- At a personal and interpersonal level, we are looking for individuals who thrive and excel in teams and demonstrate big-picture thinking, willingness to explore new avenues, be persistent when things do not go well, and be committed to delivering and maintaining a high "Do/Say" ratio.
- Strong communication skills, both oral and written, at the technical and managerial level, are also key to success.
- Ability to communicate with customers to understand and document the simulation requirements, then ideate, plan, develop, and deliver simulation tools are required.
- Skill and ability to: collect, curate, organize, synthesize and/or analyze data to summarize findings and develop conclusions and evidence-based recommendations are essential.

Our Values
Our guiding principle at PCS Software is customer service. We believe that we are a customer service company that happens to make the best software in our industry. If you are driven to delight customers and treat every fellow employee with that same level of excellence and care, then we want to talk to you!

At PCS Software, we value our amazing people-centric culture of builders and doers over any skill that someone can offer. This is an amazing place to work and we offer our team a creative, fun, educational, and challenging environment. We constantly focus on not only the customer's journey and experience with PCS Software, but our individual journey as employees and the overall team experience as well.

Why Join PCS?
PCS Software, Inc. rewards your hard work with excellent opportunities for career growth and personal development. If you want to be the newest member of a vibrant group of energized technology leaders in an innovative and entrepreneurial environment, then apply online today to start building solutions that customers will love to use and join a company that truly rewards your hard work and values your talented contributions. If you would like to compete for this highly sought-after position, please submit your resume to employment@pcssoft.com.

PCS Software, Inc. is considered one of the best places to work because of our competitive compensation plans, comprehensive benefits plan with 100% company paid medical, dental, and vision premiums for full-time employees and their dependents, 401k with a 4% match, generous PTO package, a truly creative and fun working environment, complementary food/beverages in the office, paid training and development

opportunities, paid gym/fitness facility membership, employee recognition programs, and amazing opportunities for career growth and personal development.

Work Authorization
PCS Software, Inc. will only employ those who are legally authorized to work in the United States. This is not a position for which sponsorship will be provided. Individuals with temporary visas such as E, F-1, H-1, H-2, L, B, J, or TN or who need sponsorship for work authorization now or in the future, are not eligible for hire.

This job description provides many examples of the types of responsibilities required but is in not intended to be a comprehensive list. The incumbent will complete other job responsibilities as needed which are not specifically described in this document.

PCS Software, Inc. is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to sex, race, color, religion, national origin, age, marital status, political affiliation, sexual orientation, gender identity, genetic information, disability, or protected veteran status. We are committed to providing a workplace free of any discrimination or harassment.

We thank all respondents for their interest in PCS Software, Inc. However, only those selected for an interview will be contacted.

To view additional information on PCS Software, Inc., please visit our website at www.pcssoft.com.

No calls or agencies please.