



**Position:** RFP/Technical Writing Specialist

**Reports to:** Sales Manager

**Company:** Augusoft, Inc.

**Location:** Remote - HQ location Minneapolis, MN

## General Information

**Base Pay:** TBD

**Relocation Expense Covered:** No

**Employee Type:** Exempt

**Job Category:**

Software, Communications, Documentation, Technical Writing, Proposal Writing,  
Higher Education, Sales, Customer Support

**Minimum Experience:** 5 Years

**Required Degree:** 4 Year Degree

**Travel:** none

**Manage Others:** No

## Brief Description

Are you interested in joining a vibrant 25-year-old technology company that is currently growing, expanding and emerging as a leader in the higher education market? Augusoft®, Inc. is the leading technology provider of web-hosted (SaaS) software products and services for non-credit continuing educational programs. We provide an integrated product suite of continuing education management solutions that help educational institutions deliver, manage and measure their continuing and corporate education, and workforce development programs.

As a RFP/Technical Writing Specialist, you will be responsible for project management and responding and to Requests for Proposals (RFP) with technical and functional specifications of the product. In the higher education landscape, many schools are required for purchases to go out to public bid as a standard procedure prior to selecting a solution. The candidate will be responsible for managing the Proposal process including: reading the requirements of an incoming bid, selecting a proposed product combination, submitting vendor questions if applicable, complying with all registration procedures, responding to questions, coordinating with the Product Manager or other team members for intel where needed, conducting document review with appropriate team members, working with Sales Manager or CEO on pricing and submitting the Proposal on time. The frequency of RFPs ebbs and flows throughout the year. In the absence of an open Proposal, candidate will work to update Customer Service documents including software training manuals, quick reference sheets, workbooks in the corresponding template that will be available to draw from to craft Proposal responses. In this case, you will report to the Director of Customer Service, under the knowledge and guidance of the Sales Manager. The candidate will build a working knowledge of the software product be able to quickly translate knowledge into Proposal responses and training materials.

As a key member of a collaborative Sales and Customer Service teams, the Technical Writing Specialist will be expected to become familiar with and infuse Augusoft core values:

- Succeed Together
- Reach for the Moon
- Do What You Say
- Makes Customers our Nucleus

## Benefits

- Full time - Salaried position
- Generous paid vacation/sick time
- 7 paid holidays per year
- Group Medical-Employee and one dependent child: covered at 50%
- Dental-Employee: covered at 50% -family coverage available
- Vision-Employee: covered at 50% - family coverage available
- 401k company match up to 4%
- Company paid \$50,000 Life insurance policy
- Voluntary short-term/long-term disability
- Lifelong learning class benefits and Quarterly Allowance for tuition reimbursement
- Covered parking
- Nearby outdoor walking path
- Onsite exercise and shower facility

## Requirements

### Qualification Requirements:

The requirements listed below are representative of the knowledge, skill, and/or ability required to perform this job successfully.

- Bachelor's degree or equivalent related experience.
- Five plus years' experience in documentation, technical writing or writing training materials.

### Essential Skills:

- Proven writing skills ideally of a software product, ideally to the higher education marketplace.
- Experience or understanding of basic project management.
- Ability to prioritize tasks and meet deadlines.
- Possess excellent communication (written) skills.
- Ability to articulate technology solutions in a written format.
- Must be organized.
- Must be comfortable in a liaison position.
- Must be flexible and able to shift focus quickly to meet prioritized deadlines.
- Must enjoy working with cross-functional teams to achieve individual and team goals.
- Advanced MS Office skills required.

Augusoft, Inc. is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, gender identity, sexual orientation, national origin, disability status, protected veteran status, or any other characteristic protected by law. Compensation is dependent upon experience. No relocation compensation is available for this position.

Please visit [www.augusoft.net](http://www.augusoft.net).

# Augusoft®

8441 Wayzata Boulevard, Suite 200 · Minneapolis, Minnesota 55426-1360  
info@augusoft.net · augusoft.net · (763) 331-8300 · Fax (763) 331-8349