Rob Wagner | My Technical Writing Journey

My technical writing career started in 2017 when I began providing written technical documentation on case notes as a Solutions Specialist at MVi.

MVi is a Laserfiche VAR (Value Added Reseller) with proprietary software specifically providing electronic documenting solutions for banks, credit unions, and municipalities among others. Laserfiche is an ECM (Electronic Content Management) system that provides the documenting, database, security, and organizational side, whereas MVi produces the software that streamlines and automates the electronic documenting process, converting and moving physical and other documents such as receipts and check images, to statements, tax docs, and loan applications – just to name a few – into the Laserfiche environment for archiving, reference, and processing purposes. Although many customers enjoy a "set it and forget it", mostly automated process, there are a lot of moving parts, and OS environmental changes or change in business needs is where constant and precise troubleshooting is required.

So with that backdrop, and beginning as a solutions specialist, there was a need that allowed me to discover my love of technical writing!

I quickly found that many technical challenges I was running discovery and solutions for were recurring ones. We would definitely benefit from having a clear and concise Knowledge Base on how to quickly resolve the same challenges in the future, so I began employing a template each time in all of my case notes:

1) I titled each case based on the error code presented or short description of the challenge to make it easier for myself and others on the team to easily find it
2) Summary – provide a summary of the challenge in question
3) I outlined the steps (such as 1-10+) of the discovery process,
4) Then highlighted the solution in **bold** for easy reference whenever my team or others needed a quick solution for the same problem.
5) Whenever applicable, I also used the free [Greenshot](#) imaging software to take and annotate screenshots, providing quick, easy-to-understand context with each case's resolution.

Soon after employing this practice, leadership approached me because of the efficiency of this approach, and told me that they have even referenced my tickets to help solve their own complex cases.

From there, I discovered that I love technical writing, and I'm good at it! Since then, I have provided comprehensive documentation for the team on deploying critical upgrades and SSL Cert setup for some of our most complex software (DCS – Document Capture System), provided installation and configuration documentation for customers, and upgraded our fillable PDF Employee Annual Review form to an online, dynamic form that was then used by the entire company! I am now looking for new opportunities to take my technical writing to the next level!

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