



Career Service Authority

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Information Technology Technical Writer

GENERAL STATEMENT OF CLASS DUTIES

Performs full performance professional information technology specialist work developing, writing and editing user manuals, online help assistance and training manuals for information technology equipment or software applications.

DISTINGUISHING CHARACTERISTICS

This classification is distinguished from the Data Training Coordinator class because the Data Training Coordinator is responsible for designing and conducting computer training modules, while the Technical Writer is responsible for providing written instructional information for computer users. This classification is distinguished from the Information Technology Developer classes because the documentation produced by the Developers explains the application code enabling other Developers to modify or enhance software applications, while the Information Technology Technical Writer provides instructional documentation explaining the use of software applications to benefit application users.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

By position performs lead work over sub-professional employees.

ESSENTIAL DUTIES

Composes information technology informational documents and computer user guides.

Prepares flow charts, graphs and related explanatory materials that may be included in documents or online help systems.

Translates technical terminology into a narrative more easily understood by an audience that may lack a technical background.

Writes or drafts special reports, articles or related material on products of a technical or administratively complex nature based on consulting with developers and trainers, research, investigation, analysis and knowledge of complex or technical products

Reads complex materials that convey scientific, technical, or legal information. Reads highly complicated charts, tables, graphs or diagrams. Applies information to complete complex tasks.

Observes production, developmental or experimental activities to determine operating procedure and detail.

Coordinates with others to establish priorities, develop work plans, activities and timelines to ensure project goals and deadlines are met.

Establishes and maintains ongoing working relationships with management, other employees, internal or external stakeholders and customers.

Contributes to group discussions and information sharing.

Performs other writing tasks such as writing text about the organization to support the organization's strategies and goals relative to communications.

Reviews, proofreads or edits complex or technical writing of others.

Uses a variety of graphics software applications, tools and techniques to support the organization's strategies and goals by designing graphic elements for web pages.

Tests newly developed or modified computer applications.

Communicates, explains, or defends complex ideas or information clearly to an audience to further their understanding of technical products.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

MINIMUM QUALIFICATIONS

Competencies, Knowledge & Skills:

Writing – Recognizes or uses correct English grammar, punctuation, and spelling; communicates information in a succinct and organized manner; produces written information, which may include technical material, that is appropriate for the intended audience.

Reading – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Self-Management – Sets well-defined and realistic personal goals; displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.

Interpersonal Skills – Shows understanding, courtesy, tact, empathy, concern; develops & maintains relationships; may deal with people who are difficult, hostile, distressed; relates well to people from varied backgrounds and situations; is sensitive to individual differences

Teamwork – Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

Oral Communication – Expresses information to individuals or groups effectively, taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

Knowledge of procedures for developing technical and operation support documentation.

Knowledge of performing scientific and/or technical research.

Knowledge of commercially available computer software packages in such areas as word processing, graphics and spreadsheets.

Knowledge of current publication, graphics, automated help tools and word processing software, hardware and techniques.

Knowledge of principles, methods, and tools for analyzing and developing test and evaluation procedures.

Knowledge of techniques utilized in formal presentations.

Skill in finding, gathering and collecting information or data.

Skill in writing documents intended for a variety of audiences.

Skill in the use of computers to generate graphics or familiarity with the processes used to create computer graphics for training or explanatory materials.

Ability to use logic to analyze or identify underlying principles, reasons, or facts associated with information or data to draw conclusions.

Ability to review and/or edit documents for accuracy and completeness

Physical Demands:

Sitting: remaining in the normal seated position.
Fingering: picking, pinching or otherwise working with fingers.
Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sounds by the ear.
Repetitive motions: making frequent movements with a part of the body.
Eye/hand/foot coordination: Performing work through using two or more.
Vision Requirements: Near Acuity: ability to see clearly at 20 inches or less.
Accommodation: ability to adjust vision to bring objects into focus.
Depth Perception: ability to judge distances and space relationships.
Mathematical Reasoning
Memorization
Oral Comprehension
Written Comprehension

Working Environment:

Subject to many interruptions.
Pressure due to multiple calls and inquiries.

Education Requirement:

Baccalaureate degree in Technical Communications, Journalism, English, Engineering, Information Technology or related field.

Experience Requirement:

Three years professional experience developing, writing and editing computer user manuals.

Education/Experience Equivalency:

Additional appropriate type and level of experience may be substituted for the minimum education requirement on a one year for one year basis.

Additional appropriate type and level of education may be substituted for the minimum experience requirement on a one year for one year basis.

Licensure and/or Certification:

None.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 11/01/2002

REVISED BY: Melissa Fisher

REVISED DATE: 09/20/2009

CLASS HISTORY 9/2009 - The Education/Experience equivalency statement was revised.