General Statement of 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. Additionally, this classification designs, develops, and presents technology specific training programs.

Distinguishing Characteristics

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.

Essential Duties

Composes information technology informational documents and computer user guides.

Designs, develops, and presents technology specific training programs including classroom and on-the-job training for both internal staff and end users, determines appropriate learning objectives and delivery platform to be used, develops course curriculums, and reviews course content with managers and subject matter experts.

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.

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.

Competencies

Developing Others - Develops the ability of others to perform and contribute to the organization by providing ongoing feedback and by providing opportunities to learn through formal and informal methods.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

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.

Teaching Others - Helps others learn through formal or informal methods; identifies training needs; provides constructive feedback; coaches others on how to perform tasks; acts as a mentor.

Technical Competence – Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Written Communication – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

Knowledge & Skills

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.

Level of Supervision Exercised

By position performs lead work over sub-professional employees.

Education Requirement

Bachelor's Degree.

Experience Requirement

Three (3) years professional experience developing, writing and editing computer user manuals.

Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

None

Working Environment

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

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Accommodation: Ability to bring objects into focus.
Agility: Ability to move quickly and easily.
Balancing: Maintaining equilibrium.
Carrying: Transporting or moving an object.
Color vision: Ability to distinguish and identify different colors.
Fingering: Picking and pinching, through use of fingers or otherwise.
Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.
Hearing: Perceiving and comprehending the nature and direction of sounds.
Lifting: Moving objects weighing no more than 10 pounds from one level to another.
Reaching: Extending the hands and arms or other device in any direction.
Sitting: Remaining in a stationary position.
Standing: Remaining in a stationary position.
Stooping: Positioning oneself low to the ground.
Talking: Communicating ideas or exchanging information.
Vision Far Acuity: Ability to perceive or detect objects clearly at 20 feet or more.
Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.
Vision: Ability to perceive animal behavior, comprehend signs, and detect color.

Walking: Ability to move or traverse from one location to another.
Written Comprehension: Ability to discern the meaning of written words.

Background Check Requirement

Criminal Check
Education Check
Employment Verification
By position, Motor Vehicle Record

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: I-811
FLSA Code: Y
Established Date: 9/21/2018
Established By: LS
Revised Date:
Revised By:
Class History: