

Class Concept

Responsible for writing and maintaining agency / university technical documentation. Responsible for maintaining the integrity of working documents and update documentation when revised. Work may involve the maintenance of systems for document storage and retrieval and help train employees on efficient system usage. Responsible for document security, for assigning access, and for removing and destroying obsolete documents. Develops and writes on-line and print user manuals, help screens, and other resources to explain functionality and processes for new applications and significant enhancements to applications. Coordinates between IT professionals and the end-users to understand and explain the applications and their use.

Recruitment Standards

Knowledge, Skills, and Abilities

- Requires both strong writing skills and technical knowledge.
- Communication skills to effectively convey information to a varied audience (technical/nontechnical).
- Strong understanding of the implications of new information for both current and future problem-solving and decision-making.
- Strong time management skills for self and others.
- Working knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Basic knowledge of and ability to grasp technology related terminology and concepts.
- Requires strong analysis skills to analyzing information and use logic to address work-related issues and problems.

Minimum Education and Experience

Bachelor's degree in journalism, communications, English, or a technology related field from an appropriately accredited institution and one year experience in technical writing or working in a technology role; or

Associate degree in technology, business writing, or related fields from an appropriately accredited institution and two years of experience in technical writing or working in a technology role, or an equivalent combination of education and experience.