



TITLE	CLASSIFICATION	SALARY GRADE/ASSIGNMENT
TECHNICAL WRITER	CLASSIFIED	GRADE: P MONTHS:
BOARD POLICY REFERENCE: 1999 CLASSIFICATION STUDY/2005 Classification Review		Board Approved: 4/00

JOB DESCRIPTION:

Under general supervision, design, edit and maintain technical and end-user documentation for administrative applications in both written and web-based format; and performs other duties as required.

SCOPE:

The Technical Writer works with technical and end-user staff to learn the intricacies of the system(s) being supported; uses various software tools to produce professional on-line and paper documentation, including user manuals, installation instructions and training material; and makes oral presentations regarding format and use of documentation. This classification supports both the District and the California Community College Software Consortium (CCCSC).

KEY DUTIES AND RESPONSIBILITIES:

Examples of key duties are interpreted as being descriptive and not restrictive in nature.

1. Designs format of documentation to be produced.
2. Works with Programmer/Analysts and users to gather information needed for documentation.
3. Learns software tools to promote high quality documents.
4. Gives presentations to users of the documentation.
5. Creates and maintains websites relevant to documentation.
6. Maintains a library of documents to be readily available.
7. Coordinates the distribution of documentation.
8. Edits and proofreads all documentation to ensure accuracy and completeness.

EMPLOYMENT STANDARDS

ABILITY TO:

Communicate clearly both orally and written; learn technical products rapidly; work independently and as a member of a team; maintain cooperative work relationships; demonstrate sensitivity to, and respect for a diverse population. Ability to use modern documentation tools such as Framemaker, HTML, Dreamweaver, Acrobat, RoboHELP, Photoshop, and Illustrator and Word. Acquire new skills as technology changes.

KNOWLEDGE OF:

Computer-related skills including Windows, word processing and some familiarity with HTML; technical writing including desktop publishing. Expert knowledge of at least three modern documentation tools, as reference in the ability to section.

MINIMUM QUALIFICATIONS:

Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by Human Resources, in coordination with the department where the vacancy exists, if needed.)

Education:

Relevant college coursework in English, Journalism or technical field; Bachelor's is preferred.

Experience:

Experience in technical writing and software development support. Experience with Windows and word processing, preferably Microsoft Word.

Experience authoring and delivery tools such as FrameMaker, RoboHELP, and Acrobat as well as on-line development software such as HTML and Windows on-line Help is preferred. Website development experience is also preferred.

** Relevant experience may be substituted for education.*