TECHNICAL WRITER

DISTINGUISHING FEATURES OF THE CLASS: The employee holding this position is responsible for writing, maintaining and controlling documentation on the structure and use of computer software/hardware. The emphasis of this documentation is to provide basic step-by-step guidance to system users and to provide an accurate record of program function and modification for programming maintenance purposes. In addition, this person writes, maintains and controls operations procedural materials, service level agreements and promotional/educational materials. The work is performed under the general supervision of the Director of Computer Services. Does related work as required.

TYPICAL WORK ACTIVITIES:

Establishes standards and procedures for production and maintenance of department documentation, including system description manuals, user manuals, operations documentation, service level agreements and other publications as needed;
Writes, updates and maintains systems documentation and user manuals for all applications programs;
Discusses program information with programmers and potential users;
Conducts tests of the system in an effort to discover program errors and improper commands;
Maintains library of current documentation;
Distributes documentation and updates to users, where applicable;
Revises and maintains operations procedural documentation;
Researches, rewrites and presents technical material for both clarity and ease of use by technical readers, management and users of data processing equipment and software;
Prepares technical reports and trade studies regarding software, hardware and industry trends;
May prepare miscellaneous reports and documents including annual reports, service level agreements, informational booklets and the monthly computer services newsletter.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of data processing practices, procedures and techniques;
Working knowledge of data processing terms and technology;
Ability to research and understand technical material;
Ability to communicate effectively, clearly and concisely both orally and in writing;
Ability to logically and reasonably organize the presentation of technical data for both technical and non-technical audiences;
Ability to establish and maintain effective working relationships with programmers and operations personnel to accurately document code and procedures;
Ability to operate computer terminals, personal computers and printers;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

A) Graduation from a regionally accredited or New York State registered four-year college or university with a Bachelor's Degree including or supplemented by six semester hours in data processing; OR

B) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree and one year of experience in writing technical material for data processing applications; OR

C) An equivalent combination of training and experience as defined by the limits of (A) or (B) above.

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