

ISSUED: 6/93

TITLE: <u>Documentation Specialist I</u>	SALARY SCHEDULE: <u>C</u>	& 3/88 CLASS CODE: <u>PE308</u>
UNION: <u>P&A, Local 1979, U.A.W.</u>	SALARY GRADE: <u>10</u>	EEO CODE: <u>30</u>
	FLSA: <u>Exempt</u>	E- CLASS: <u>PE</u>

POSITION PURPOSE

Prepare, provide and maintain current on-line computing documentation and news announcements notifying University and external computing systems users of systems changes and services. Provide some specialized knowledge in technical writing and editing.

ESSENTIAL JOB FUNCTIONS

- Monitor and maintain on-line computing documentation for the University's mainframe and micro-computer systems. Prepare on-line news announcements, sign-on messages and newsletter articles on system/service changes and current on-line documentation.
- Write and edit user documentation; prepare instructional and training materials; conduct technical training on use of computer systems and software programs. Prepare appropriate paperwork for the purpose of selling and leasing documentation and software.
- Compile data and prepare reports and analysis outlining operational activities for assigned area. Develop and recommend changes to program/project methodology and procedures.
- Serve as resource person and liaison to University and/or external computing systems users regarding documentation services. Answer routine inquiries, resolve problems and refer non-standard questions to appropriate personnel.
- Keep abreast of technological developments in text processing and documentation preparation on mainframe and microcomputer systems. Attend seminars, symposiums and instructional presentations; contact peer group associations and vendor representatives regarding changes and enhancements affecting computing systems and software programs.
- Provide functional supervision to a small number (1-3) of student support personnel. Assign and monitor work activities. Train in appropriate technical methods and procedures.
- Perform related work as assigned.

ADDITIONAL COMMENTS

This entry level classification is designed to prepare and maintain up-to-date on-line computing documentation and news announcements notifying users of system changes and computing services. Work activities demand specialized skill in data collection, technical writing and editing and computer text/wordprocessing. The incumbent should possess strong oral and/or written communication skills and the ability to handle large amounts of data as well as meet established deadlines. Work activities also demand some specialized knowledge of computing technology. This classification is generally assigned to the Department of Planning and Support Services (PaSS) in the Division of Computing and Information Technology (C&IT). This classification receives work direction from a professional/administration position and reports to a management level position.

MINIMUM QUALIFICATIONS

- Graduation from an accredited college or university in english, journalism or related field or an equivalent combination of education and/or experience. Coursework in technical writing, editing or english composition preferred.
- Some knowledge of and experience using mainframe or microcomputer systems and text/word processing programs.
- Ability to use text processing programs on various mainframe systems, e.g. CMS and MTS, and various microcomputers, e.g. IBM PC and Apple MacIntosh.
- Strong oral and/or written communication skills.
- Some experience in technical writing and editing.
- Some experience in data collection and the organization of large amount of data.
- Ability to meet established deadlines; keen attention to detail.
- Typically, incumbents have had experience as a technical writer.