County of San Diego **Class No. 002314**
Revised: December 10, 2001
Reviewed: Spring 2003

TECHNICAL WRITER

DEFINITION:

Under general direction, to prepare technical documents and manuals consisting of detailed business and technical terminology, graphs, calculations, and other highly technical/scientific nature; to review, write, format, design, proofread, and edit departmental manuals, policies, and procedures; and to perform related work.

DISTINGUISHING CHARACTERISTICS:

The Technical Writer is a specialized, single-level class found only in the Department of Child Support Services. This class is responsible for writing, proofreading, and editing departmental documents of a highly legal and technical nature related to the areas of child support and/or criminal justice.

EXAMPLE OF DUTIES:

Writes, proofreads, and edits departmental technical and business documents; rewrites and edits departmental policies, procedures, and documentation for style, content, consistency, accuracy, format, and quality assurance; writes departmental policies/procedures; updates manuals as a result of new or revised Federal and State mandates; collects technical or scientific information from departmental staff; researches and compiles information on business and technical areas to be included in departmental documents; maintains departmental policy and procedure manuals by making additions, corrections, and revisions; establishes and develops style and format for existing and new departmental reports, policies, procedures, and technical manuals; develops appropriate style and format for on-line help text; recommends new document formats, styles, or content to supervising staff; writes original reports, proposals, or other departmental documents by researching information or references; prepares graphs, diagrams, tables, and charts and integrates into documentation text; performs special writing projects for department technical staff; operates computer using document-writing or publications software, or other technical-writing tools; and maintains automated files and documents and distributes to staff.

MINIMUM QUALIFICATIONS:

Thorough Knowledge of:

- Report-writing and document preparation techniques.
- Design, format, style, and content of documents containing technical and business process information.
- Methods and techniques of composing technical and business graphs, charts, tables, and other document displays.
- Use and applications of computerized graphic and/or publications software.
- Research methods to collect information and Federal and State laws, rules, and regulations.

Skills and Abilities to:

- Write, proofread, and edit documents of a highly technical or complex business process nature.
- Prepare documentation consisting of Federal and State laws, rules, and regulations.
- Research and collect information from departmental staff, technical manuals, or other references.
- Write and maintain departmental policy and procedure, and training manuals by making additions, corrections, and revisions.

- Establish and develop style and format for existing and new reports, policies, procedures, and technical manuals.
- Develop appropriate style and format for text for on-line help procedures.
- Prepare technical graphs, diagrams, tables, and charts and integrate into documentation text;
- Use and apply computerized document-writing or publications software, or other technical-writing tools, to prepare technical displays.
- Effectively communicate in oral and written form.
- Establish effective working relationships with staff.

EDUCATION/EXPERIENCE:

Education, training and/or experience, which demonstrate possession of the knowledge and skills stated above. Examples of such an education/experience are:

1. A bachelor's degree from an accredited college or university with course work in journalism, English, or a closely related field, AND two (2) years of full-time, professional experience performing extensive writing and editing of technical/scientific manuals, policies/procedures, or other documents used for training or information purposes; OR,

2. An Associate of Arts degree from an accredited college or university with course work in journalism, English, or a closely related field, AND four (4) years of full- time professional experience performing extensive writing and editing of technical/scientific manuals, policies/procedure, or other documents used for training or information purposes.

Previous experience writing and editing technical documents, policies, procedure, or online help text related to the areas of criminal justice and/or child support enforcement is highly desirable. Documentation or publications software experience in products such as: Word, FrameMaker, Excel, Access, Visio, Photoshop, Illustrator, and Flash are also highly desirable.

Probation:

Incumbents appointed to permanent positions in this class shall serve a probationary period of 12 months (Civil Service Rule (4.2.5).