

UNIVERSITY OF ARIZONA
DEPARTMENT OF HUMAN RESOURCES
CLASSIFIED STAFF EMPLOYEE JOB DESCRIPTIONS

JOB CODE: 73130

TITLE: Technical Documentation Specialist

IT PAY BAND: B05

FLSA: Exempt

Purpose of Classification:

Develops, writes, edits, reviews and organizes technical documentation related to computer systems such as users' guides, technical manuals and instructional materials to ensure that the text can be understood by non-technical users. Prepares and edits technical publications and works directly with users to establish technical documentation needs.

Distinguishing Characteristics:

This is first in a series of two classifications. It is distinguished from the Technical Documentation Specialist, Senior which coordinates and participates in technical documentation activities.

Example of Duties:

- Writes, edits and revises technical computer documentation including, but not limited to, tutorials, self-paced study guides, short-course materials, reference manuals and user guides related to university computers, software, facilities and support services available to faculty, staff and students.
- Gathers information from and meets with users, vendors, project leaders, senior management and/or other technical staff to determine technical and non-technical processes, procedures and business needs for documentation. - Tests documentation products and written procedures for clarity, applicability and efficiency. Ensures materials conform to established and relevant university standards, policies and procedures.
- Collects feedback regarding usability and readability of documentation and revises materials.
- May communicate user processes and requirements to technical project team working on computer system development.
- Assists in the development of publication standards for style, design, format, typography and graphic content.

Knowledge, Skills and Abilities:

- Knowledge of business processes, computing principles and basic computing terminology used in describing procedures for using computer hardware and software applications.
- Knowledge of procedures for technical documentation design and organization.

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- Skill in using written English, grammar, spelling and punctuation to create, edit and revise technical computer documentation for an academic, information technology or business audience.
- Skill in organizing information in a concise, cohesive manner.
- Skill in operating database, word processing, and publication software.
- Ability to effectively communicate.

Minimum Qualifications:

- Three years experience in technical computer documentation and exposure to a variety of computer systems; OR,
- Associate's degree in Computer Science, Technical Communications or Informational Sciences AND two years experience in technical computer documentation; OR,
- Any equivalent combination of experience, training and/or education.

This description is intended to be generic in nature. It is not intended to determine specific duties and responsibilities of any particular position. Essential functions and overtime eligibility may vary based on the specific tasks assigned to the position.

Prepared: 05/01/09