

ISSUED: 2/02

TITLE: Documentation Specialist II

SALARY

SCHEDULE: B

SALARY

GRADE: 11

FLSA: Exempt

2/94, 6/93, 8/91 & 3/88
CLASS

CODE: PE309

EEO

CODE: 30

E-

CLASS: PE

UNION: P&A, Local 1979, U.A.W.

POSITION PURPOSE

Maintain on-line documentation, design University forms and provide general technical support to University applications for a Division at the University. Provide knowledge of various applications, web technology, selected software packages, mainframe and pc systems and desktop platforms.

ESSENTIAL JOB FUNCTIONS

- Maintain online and hardcopy documentation (e.g. AAPM, Executive Orders) utilizing appropriate software (HTML, Adobe Acrobat Writer). Write, edit and proof technical documentation to ensure accuracy of content and adherence to established style; design and restructure online menus.
- Design, modify and maintain University forms; utilize specific software packages for mainframe based and/or Banner applications; provide assistance to project teams in the development and design of forms.
- Provide general technical support for university-wide applications (e.g., Student Information System); maintain parameter setup, job scheduling, reconciliation processing, ad hoc and custom reporting (e.g. Focus) and desktop pc support.
- Research, write and edit test instruction, descriptive information and news announcements concerning computing resources and services. Utilize computer facilities and general productivity, software to format screens and ensure functionality of search facilities. Research, write and edit on-line news announcements, signon messages, newsletter articles, system/service changes (i.e. system availability, on-line notices, software installations and computing special projects.)
- Serve as a resource and consultant to internal and external computer system customers, assist with special system projects. Participate on project teams (i.e., Banner) in support of forms design and other related activities; provide training to users on systems requirements and procedures.
- Provide assistance in the maintenance of websites; utilize HTML and create web pages, modify code and utilize file transfer practical to update files on University web server; convert data files with Adobe Writer and load output on University web server.

THIS DESCRIPTION IS INTENDED TO INDICATE THE KINDS OF TASKS AND LEVELS OF WORK DIFFICULTY THAT WILL BE REQUIRED OF POSITIONS THAT WILL BE GIVEN THIS TITLE AND SHALL NOT BE CONSTRUED AS DECLARING WHAT THE SPECIFIC DUTIES AND RESPONSIBILITIES OF ANY PARTICULAR POSITION SHALL BE. IT IS NOT INTENDED TO LIMIT OR IN ANY WAY MODIFY THE RIGHT OF ANY SUPERVISOR TO ASSIGN, DIRECT AND CONTROL THE WORK OF EMPLOYEES UNDER THEIR SUPERVISION. THE USE OF A PARTICULAR EXPRESSION OR ILLUSTRATION DESCRIBING DUTIES SHALL NOT BE HELD TO EXCLUDE OTHER DUTIES NOT MENTIONED THAT ARE OF SIMILAR KIND OR LEVEL OF DIFFICULTY.

- Keep abreast of technological developments in computing documentation, technical writing and editing and the utilization of computer databases, mainframe, and pc systems. Attend seminars and instructional presentation to keep apprised of changes and enhancements which may affect technical and consulting support services.
- May provide functional supervision to student support personnel. Assign and monitor work activities. Train in appropriate methods and procedures.
- Perform related work as assigned.

ADDITIONAL COMMENTS

This classification level is designed to provide specialized technical knowledge and competence in the development and maintenance of on-line documentation, forms design and providing technical support for selected applications. Work activities demand general knowledge of mainframe and desktop applications in order to manipulate files, menus and databases. In addition, work assignments require strong technical writing and editing skills, knowledge of database structures, general productivity software, web technology and data communications. Work activities demand thinking within substantially diversified standards and procedures and the degree of accountability is generally regulated by supervisory review. Instruction and guidance on system and software capabilities and complex projects is given by computing professionals. May provide functional supervision to student assistant support. The incumbent should possess strong technical writing and editing skills, keen attention to detail, analytical skills and reasonable knowledge of computing technology. This classification is generally assigned to the Division of Computing and Information Technology (C&IT) and Finance and Administration. This classification receives work direction from a computing professional position and reports to a management level position.

MINIMUM QUALIFICATIONS

- Graduation from an accredited college and university in or an equivalent combination of education and/or experience. Coursework in technical writing and editing is necessary.
- Reasonable knowledge and experience of computing documentation and forms standards.
- Reasonable knowledge and experience utilizing mainframe, personal computers and desktop applications.
- Reasonable experience in technical writing and editing.
- Reasonable knowledge and experience utilizing computer database structures, network servers and data communications.
- Reasonable knowledge of general productivity software, internet applications and web technology.
- Ability to covert documents to HTML and develop web pages.
- Reasonable knowledge of on-line help facilities and campus-wide information systems.
- Reasonable experience in data collection and the organization of large amounts of data.
- Strong oral and/or written communication skills.
- Ability to meet established deadlines; keen attention to detail.
- Typically, incumbents have held lower level Documentation Specialist position or worked as a technical writer, or editor.