UNIVERSITY OF SOUTHERN CALIFORNIA

IT Technical Writer

Job Code: 165111

Grade: TH
OT Eligible: Yes
Comp Approval: 5/17/2012

JOB SUMMARY:
Prepares or maintains systems, programming and operations documentation, procedures and methods including user and reference manuals. Provides or coordinates special documentation services as required.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME
- Develops user-oriented documentation and reference manuals and other types of materials used for information distribution, training, operational or procedural purposes. (E)
- Maintains a current internal documentation library. (M)
- Tracks and records changes in software packages. Provides or updates user manuals to ensure currency. (E)
- Documents internal departmental policies and procedures relating to the use of automated systems. (E)
- Provides or coordinates special documentation services, as required. (E)
- Trains users. (M)
- Stays informed of new developments and technologies. (E)
- Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time. (E)

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

EMERGENCY RESPONSE/RECOVERY:

Essential: No
Yes In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

JOB QUALIFICATIONS:

Minimum Education:
Bachelor’s degree
Combined experience/education as substitute for minimum education

**Minimum Experience:**
- 2 years

**Minimum Field of Expertise:**
- Relevant experience in documentation/technical writing.

**Preferred Education:**
- Bachelor's degree

**Preferred Experience:**
- 3 years

**Preferred Field of Expertise:**
- Prefer directly related experience in documentation/technical writing.

**Skills: Administrative:**
- Communicate with others to gather information
- Gather data
- Input data
- Understand and apply policies and procedures
- Use database and/or word processing software

**Skills: Other:**
- Knowledge of applicable laws/policies/principles/etc.
- Teaching/training

**Skilled in:**
- Technical documentation

**Skills: Machine/Equipment:**
- Computer network (department or school)
- Computer network (university)
- Computer peripheral equipment
- Fax
- Personal computer
- Personal mobile communication devices
- Photocopier

**Supervises: Level:**
- May oversee student and/or temporary workers.

**Comments:**
- Evening or weekend work may be necessary to meet deadlines

**SIGNATURES:**

Employee: ___________________________ Date: ___________________________

Supervisor: _________________________ Date: ___________________________
The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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