UNIVERSITY OF SOUTHERN CALIFORNIA

IT Technical Writer, Senior

Job Code: 165115

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

JOB SUMMARY:

Designs and manages programs to promote and enhance the use of information resources. Develops, produces and distributes publications and electronic information resources. Coordinates the efforts of other professionals to produce quality information and ensure their accuracy. Maintains documentation libraries and ensures their currency and accessibility.

JOB ACCOUNTABILITIES:

<table>
<thead>
<tr>
<th>*E/M/NA</th>
<th>% TIME</th>
<th>Description</th>
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<tr>
<td>______</td>
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<td>Designs and manages programs to promote and enhance the use of information resources internal and external to the university. Researches and writes materials to assist, educate and inform users of information resources.</td>
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<td>______</td>
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<td>Administers programs to promote department services within the university community and/or to the general public. May include direct mail, advertising, publicity, promotional activities and special events.</td>
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<td>Maintains documentation libraries and ensures their accuracy and accessibility.</td>
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<td>Coordinates the efforts of other professionals, e.g., computer programmers, systems engineers, consultants, librarians and writers, to produce quality information resources and to ensure their accuracy. Edits materials for spelling, grammar and content. Ensures documents adhere to style guidelines.</td>
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<td>Develops and administers project budgets.</td>
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<td>Administers unit or department publications calendar. Monitors schedules, production and distribution arrangements and other details to ensure timely completion and quality control.</td>
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<td>Establishes and maintains contact with internal and external information services professionals and vendors. May negotiate vendor contracts.</td>
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<td>Provides leadership, guidance and direction to lower level staff.</td>
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<td>Stays informed of new developments and technologies by reading journals and other pertinent publications, maintaining contact with vendors, and participating in professional organizations, meetings and seminars. Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.</td>
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</table>

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

EMERGENCY RESPONSE/RECOVERY:

Essential: No
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:
- 3 years

Minimum Field of Expertise:
- Technical writing and computer documentation and user publications experience.

Preferred Education:
- Master’s degree

Preferred Experience:
- 5 years

Preferred Field of Expertise:
- Information services professional

Skills: Administrative:
- Communicate with others to gather information
- Edit technical or scientific text
- Gather data
- Research information
- Understand and apply policies and procedures
- Use database and/or word processing software

Skills: Other:
- Budget control
- Budget development
- Communication -- written and oral skills
- Conceptualization and design
- Interpretation of policies/analyses/trends/etc.
- Knowledge of applicable laws/policies/principles/etc.
- Lead/guidance skills
- Marketing
- Organization
- Planning
- Research
- Teaching/training
Skilled in:
   Technical documentation

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

Supervises: Level:
   Leads one or more employees performing similar work.

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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