



DALLAS COUNTY JOB DESCRIPTION

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|--------------------|------------------------------------|-------------------|---------|-------------------|------|
| Job Title: | Sr. Technical Writer | Job Code: | 7055500 | Job Grade: | HM |
| Reports To: | Assistant Chief Program Management | Pos. No: | TBD | FLSA Code: | E |
| Department: | Information Technology Services | Loc. Code: | 2010001 | SIC Code: | 9311 |
| | | | | WC Code: | 8810 |
| Division: | Program Management | CS Code*: | C | EEO Code: | B01 |

Summary of Functions: Assists the Quality Assurance Manager with the generation and management of approved documentation required to support systems that are implemented within Dallas County.

Management Scope: N/A

| Duties and Responsibilities: | % of Time | Essential Non-essential |
|--|------------------|--------------------------------|
| 1. Organizes materials and completes writing assignments according to established standards; develops, writes, edits, and maintains operational materials (e.g. reports, manuals, briefs, proposals, instruction books, catalogs, etc.) and recommends revisions or changes in scope, format, and content. | 45 | E |
| 2. Analyzes audience, user tasks and information needs, and translates these into information product content plans; interfaces with technical staff, end-users and management to document operational processes, system modifications, reference materials, memorandums, etc. | 30 | E |
| 3. Manages project workloads, schedules, scope and deadlines to eliminate constraints and ensure that customer needs and project metrics are met. | 10 | E |
| 4. Participates in all phases of the Software Development LifeCycle (SDLC) to determine necessary documents that are needed prior to implementation of project deliverables. | 10 | E |
| 5. Performs other duties as assigned. | 05 | N |

* *The Code depends on the Department where the position is located and/or funded in accordance with 86-1 of Dallas County Code.*

Minimum Qualifications:

Education, Experience and Training:

Education and experience equivalent to a Bachelor's Degree from an accredited college or university in Computer Science, Information Technology, Business Administration, Technical Writing or in a job related field of study. Four (4) years in an Information Technology environment, which utilizes multiple subsystems, including two (2) years of technical writing experience in a Senior or Lead role.

Special Requirements/Knowledge, Skills & Abilities:

Skilled in the use of standard software applications. Ability to effectively communicate, both verbally and in writing, and establish and maintain effective working relationships with employees, departments and the general public. Skilled with Microsoft Project and Microsoft Visio, and Adobe tools; Knowledge and understanding of technical writing and/or desktop publishing software (e.g. DreamWeaver, FrameMaker); SnagIt). Must possess a valid Texas Driver's License, with a good driving record.

Physical/Environmental Requirements:

Standard office environment.

Hay Points/Point Factor:

KH: FI2 230 PS: E4(50%)115 AC: E2C 132 TTL: 445 PTS: KH/PS/AC: 48-24-28 PROFILE: +1

Supervisor Signature _____

Date _____

Reviewed by Human Resources/Civil Service on

Date 10/2006

Approved by Civil Service Commission on

Date 1/22/07

This job description shows typical requirements of a position within this classification. This description is not intended to be all-inclusive. Individual positions may vary slightly in functions, job dimensions and requirements. Any percentage of time included on each function is only an estimate and may change depending on the specific departmental tasks. Candidates whose disabilities make them unable to meet these requirements will still be considered fully qualified if they can perform the Essential Functions of the job with reasonable accommodation.