

Career Path - Documentation Specialists

January 2009

JCC Title	Qualifications	Grade	Status	JCC Number	Job summary (all job qualifications and responsibilities are cumulative in nature)
Documentation Specialist	<p>Associate's degree plus 2 years of related experience writing, proofreading, and editing technical/operational documentation. Preferred: Bachelor's degree in technical writing or related technical field and up to 1 year related experience.</p> <p>Working knowledge of web page production and image manipulation software may be required. Preferred: Proficient in using web page production and image manipulation software.</p>	56	Non-Exempt	3627 (new JCC)	Writes and maintains procedural documents, user manuals, online help materials, reference pages, and systems or programming documentation primarily for internal use. Determines the communication and documentation needs to meet customer requirements. Works with operations or technical staff to develop supporting documentation. May also write other print or web published materials of a non-technical nature. Maintains current documentation library for groups supported. May lead projects or segments within the production process.
Senior Documentation Specialist	<p>Bachelor's degree in writing, technical writing or related technical field plus 3-5 years related experience.</p> <p>Experience with HTML, CSS and Web-based tools required.</p>	58	Non-Exempt	3628 (new JCC)	Researches and writes procedural documents, user manuals, online help materials, reference pages, and systems or programming documentation primarily for internal use. Works with technical staff to gather technical details and understand user impact, and then develop recommendations and solutions. Plans and manages documentation processes, establishing schedules, adhering to budgets and prioritizing work in order to produce a high-quality product. May also write other print or web published materials of a non-technical nature. Maintains current documentation library for groups supported. May evaluate and edit documents written by junior staff for relevance, completeness and accuracy. Uses web-based production and image manipulation software to produce content.