Technical Writer

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
TECHNICAL WRITER I	1870	B19	$48,244 - $76,028
TECHNICAL WRITER II	1871	B21	$54,278 - $87,046
TECHNICAL WRITER III	1872	B23	$61,184 - $99,658
TECHNICAL WRITER IV	1873	B25	$69,572 - $114,099

GENERAL DESCRIPTION

Performs technical writing work involving composing, organizing, and editing compiled information.

DISTINGUISHING CHARACTERISTICS

The Technical Writer job classification series is intended for positions responsible for composing written documentation that explains technical concepts, processes, and systems. Employees in this series work on technical documentation such as user manuals, procedures, product documentation, and instructional guides for internal or external users, and focus on providing clear, concise, accessible language for technical concepts.

In contrast, the Information Specialist job classification series is intended for positions responsible for developing and distributing informational content through various communication channels. Employees in the Information Specialist series provide informational content, such as publications, news and informational releases, speeches, talking points, scripts, press conferences, fact sheets, and content for websites and social media, and focus on providing consistent messaging and the strategic aspect of written communication.

EXAMPLES OF WORK PERFORMED

Composes, reviews, and edits technical documents, materials, and reports, including training or user manuals, how-to guides, policy and procedure documentation, and other technical documentation.

Researches, develops, and disseminates information on techniques for organizing and presenting information for clarity and accessibility.

Arranges for the duplication and distribution of documents, publications, and reports.

Consults with staff on the development of materials by gathering accurate information and translating technical content, including descriptions of concepts, process, and systems, into clear, user-friendly language.

Prepares responses to correspondence, reports, surveys, questionnaires, and other requests for information.

Reviews, analyzes, and summarizes documents.

Maintains records and files of work and revisions.

Performs related work as assigned.

DESCRIPTION OF LEVELS

Examples of work and descriptions are meant to progress through the levels. For example, an employee at level IV may also perform work listed within the previous levels.

***Note**: Factors that may distinguish between levels include the degree of independence in performing the work; the complexity of the work; the scope of responsibility; and the employee's related work experience, education, and certifications. Employees at the journey level (level I) may independently perform the full range of work identified within their current level and may assist others in performing work of greater complexity.*

TECHNICAL WRITER I: Performs complex (journey-level) technical writing work. Works under general supervision, with moderate latitude for the use of initiative and independent judgment. Employees at this level may routinely assist others in performing work of greater complexity.

***Note**: Senior-level employees (levels II-IV) may serve in a lead or supervisory role; however, supervisory responsibilities within this job classification series will typically be found at levels III and IV, depending on the structure and size of the supervised work group.*

Senior-level employees may perform the full range of work identified in the levels preceding their own and may coordinate or oversee that work for others. Factors that may distinguish between senior levels include the scope of responsibility, oversight, and authority; the complexity, scope and impact of the work performed; and the employee's related work experience, education, and certifications.

TECHNICAL WRITER II: Performs highly complex (senior-level) technical writing work coordinating the composition, organization, and editing of compiled information. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level may:

- Develop, prepare, and disseminate policies and procedures for written documents.
- Consult with staff in the development of formats, graphics, and publication layouts.
- Research and evaluate new documentation tools and methods.
- Review edited materials and recommend revisions or changes in scope, format, and content.
- Plan and schedule documentation delivery.

TECHNICAL WRITER III: Performs advanced (senior-level) technical writing work coordinating the composition, organization, and editing of compiled information. Works under limited supervision, with extensive latitude for the use of initiative and independent judgment. Employees at this level may:

- Prepare and refine technical material for speeches and public presentations.
- Review and evaluate materials for consistency with quality standards and documentation policies and procedures.
- Provide training and guidance to agency staff on best practices for technical writing, including translating complex concepts into easily understandable content.
- Manage the documentation lifecycle, including the creation, version control, and delivery of documentation.

TECHNICAL WRITER IV: Performs highly advanced (senior-level) technical writing work coordinating the composition, organization, and editing of compiled information. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment. Employees at this level may independently perform the most complex technical writing work and may:

- Standardize formatting of technical documents, maintain style guides, and ensure compliance with industry regulations, agency policies, and accessibility standards.
- Establish documentation policies, procedures, and standards.
- Collaborates with agency staff to align documentation to agency mission and strategic and operational goals.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Agencies have the discretion to identify the general or specialized experience, education, or certifications required for positions and may tailor qualification requirements to specifically meet the agency's business needs. Agencies may substitute experience, education, military service, apprenticeships, and relevant credentials for one another, if appropriate and allowed by statute.

KNOWLEDGE, SKILLS, AND ABILITIES

For all levels

- Knowledge of the techniques and methods of planning, organizing, and writing various types of materials; research methodology; and departmental policies, procedures, and regulations.

- Skill in writing technical and business documents, and in the use of a computer and applicable software.

- Ability to conduct research; to compose, review, illustrate, and edit technical documents, materials, and reports; and to communicate effectively.

Additional for Technical Writer II - IV levels

- Ability to oversee and/or supervise the work of others.