



CLASS SPECIFICATION

Class Title: Documentation Specialist
Department: Information Systems

Class Code: 371
Eff. Date: 8/07/06
Grade: 18

GENERAL PURPOSE

Under general supervision from the Director, performs a variety of technical duties in writing user documentation for new software programs, updating/maintaining existing documentation, and training end users.

EXAMPLE OF DUTIES (Any one position does not include all of the duties listed; nor do the listed examples include all duties which may be found in positions of this class.)

Coordinates the creation of Help documents; assists programmers in setting standards for Help documents; compiles Help documents (RoboHelp); publishes Help documents; writes, reviews and maintains and/or revises Help documents when programs are modified; complies with documentation standards.

Tests new programs and/or modules. Performs testing against program performance; tests for user-defined functionality. Confirms usability of documentation by testing document validity against software; identifies contradictions between specifications, design and documentation; identifies technical omissions or inaccuracies in documentation; reviews, edits and proofreads materials. Collaborates with programmers and provides feedback and suggestions.

Updates existing user guides, manuals, and other end-user documents to coincide with changes to software.

Assists in creating training documents; prepares training curriculum and lesson plans; trains employees in other departments on new and/or legacy in-house applications; trains employees on MS Office applications; develops and presents special training or testing projects.

Assists with clerical support functions including answering/routing telephone calls and taking messages, receiving visitors, and other administrative support.

Operates a motor vehicle in a safe manner and in compliance with all Utah laws and regulations.

Performs related duties as assigned.

MINIMUM QUALIFICATIONS

1. Education and Experience:

Graduation from high school or equivalent, plus four (4) years of related computer experience, two (2) years of which must have included instructional writing experience, or an acceptable combination of education and experience. Preference given for experience as a teacher or trainer.

2. Special Qualifications:

Must pass a background investigation as required by the position.

Employees driving a personal or a County vehicle for job related travel must possess a valid driver license and must operate a motor vehicle in a safe manner; new employees with an out-of-state license must obtain a valid Utah Driver License within sixty (60) days of hire date (exceptions for military personnel and their dependents).

Employees driving a personal vehicle while on county business must maintain the minimum vehicle liability insurance as specified in the Utah Code.

3. Necessary Knowledge, Skills, and Abilities:

Considerable knowledge of: MicroSoft Windows operating system; Microsoft Office applications; Robohelp documentation software; computers and computer networking; proper use of the English language including grammar and punctuation.

Skill in: keyboarding skill of 40 wpm (net); operating all applicable computer hardware and software programs; training others; competent use of the English language including grammar, punctuation, and spelling; writing and editing proficiency.

This position may require the driving of a motor vehicle; skill in operating a motor vehicle in a safe manner; ability to insure motor vehicle is operating in a safe manner; knowledge of Utah motor vehicle rules and regulations.

Ability to: work within County and Information Systems department policies and protocols; write effective lesson plans and technical user documentation; test computer software programs, analyze/identify problems, and submit feedback; analyze software functions and user requirements; provide training on specific hardware or software applications; utilize basic functions of all software related to effective computer operations; meet deadlines; follow written and oral instructions; communicate effectively (orally and in writing); establish and maintain effective working relationships with supervisors and employees in other departments.