

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE
JOB DESCRIPTION**

POSITION TITLE: TECHNICAL WRITER II -
Information Technology

SALARY GROUP: B21

DEPARTMENT: Information Technology Division

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CERTIFICATION: I certify that, to my knowledge, this is an accurate and complete description of the essential functions and the conditions required for this position.

APPROVED BY: Tina Clark

DATE: 07/09/2018

POSITION #: 008147

I. JOB SUMMARY

Performs advanced technical writing work. Work involves coordinating the composition, organization, and editing of compiled information; and supervising the work of others. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

II. ESSENTIAL FUNCTIONS

- A. Develops, reviews, proofs, and edits technical and procedural documents to include procedure and training manuals, project documentation, reports, and other technical materials; prepares, edits, and distributes proposed and final documents for publication; and provides technical assistance to managers and staff.
 - B. Develops, reviews, and edits Help Messages for automated information systems; and organizes and coordinates the upload of Help Messages.
 - C. Performs digital library management to include organizing, maintaining, and distributing user guides, project documentation, and technical materials; and maintains records and files of work and revisions.
 - D. Participates in project planning and operations; confers with staff to develop formats, graphics, and layouts of publications; researches and reviews information technology-based resources and prepares analyses and summaries; and compiles, reviews, and prepares departmental policies, procedures, standards, and guidelines.
 - E. Supervises the work of others; and provides technical guidance in the program area.
- * Performs a variety of marginal duties not listed, to be determined and assigned as needed.

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III. MINIMUM QUALIFICATIONS

A. Education, Experience, and Training

1. Bachelor's degree from a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA) or by the United States Department of Education (USDE). Major course work in Business Administration, English, Computer Science, Journalism, or a related field preferred. Each year of experience as described below in excess of the required three years may be substituted for thirty semester hours from an accredited college or university on a year-for-year basis.
2. Three years full-time, wage-earning technical writing, research writing, or policy and procedure writing experience.
3. Two years full-time, wage-earning experience in the use of Microsoft Office Suite or equivalent to include word processing, spreadsheet, database, or presentation software programs.
4. Editing experience preferred.
5. Project coordination experience preferred.
6. Criminal justice experience preferred.
7. Experience in the supervision of employees preferred.

B. Knowledge and Skills

1. Knowledge of technical writing methods and procedures.
2. Knowledge of business terminology, spelling, punctuation, and grammar.
3. Knowledge of information technology concepts and terms.
4. Knowledge of graphic design methods and techniques preferred.
5. Knowledge of project support operations preferred.
6. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.
7. Skill to communicate ideas and instructions clearly and concisely.

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8. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.
9. Skill to interpret and apply rules, regulations, policies, and procedures.
10. Skill in problem-solving techniques.
11. Skill to prepare and maintain accurate records, files, and reports.
12. Skill to plan work in order to meet established guidelines.
13. Skill in technical writing and development of information publications.
14. Skill in the use of computers and related equipment in a stand-alone or local area network environment.
15. Skill in the use of Microsoft Office Suite or equivalent to include word processing, spreadsheet, database, or presentation software programs.
16. Skill to supervise the work of others.

IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION

- A. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, climb stairs, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry under 15 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.
- B. Conditions include working inside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
- C. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, calculator, copier, fax machine, dolly, telephone, and automobile.