Title: Documentation Specialist I

Pay Scale Group: 70-1 (Non-exempt)

Essential Function

Under direct supervision from a designed administrator, prepares and/or maintains system specific documentation, including, but not limited to, business process guides, functional design specification, testing scenarios, user manuals; maintains a current internal documentation library; prepares and/or maintains branded templates for internal use.

Characteristic Duties

Responsible for creation and maintenance of documentation;

Translates technical and/or business specifications into clear, concise documents appropriate for various target audiences;

Works with applications team, quality assurance and technical support to produce a wide variety of publications including instructional materials, technical manuals, product documentations, etc. for use by both the internal unit and the campus community;

Reviews, critiques, and edits documentation including design documents, programmer notes and system overviews;

Depending on the system or service, documents may include various media including written and video;

Responsible for creation and maintenance of branded templates; providing and/or coordinating special documentation services as required, and oversight of special projects;

Work in team setting, assists with incoming calls, emails and walk-ins;

Other related duties as assigned.

Minimum Qualifications

Bachelor’s degree; -OR- an Associate’s degree with two (2) years’ experience; -OR- four (4) years of basic to intermediate level related experience. Work experience in business and / or professional writing, or work experience in textual editing; Possesses strong vocabulary, both written and verbal; working knowledge of commonly-used concepts, practices, and procedures and contributes through support, using established processes, methods, and systems.