



## City of St. Charles School District

### TECHNICAL WRITER

Reports to:	Coordinator of Adult & Community Education
Classification:	Classified
FLSA Status:	Non-Exempt
Terms of Employment:	Per client need and/or grant funding availability
Evaluation:	Performance in this position will be evaluated annually by the supervisor and in accordance with Board Policy
Compensation:	Reviewed and established annually by the Board of Education

#### **JOB SUMMARY:**

This position provides technical writing support to Customized Training clients as requested by client and according to grant funding availability. This position may also provide services to direct pay clients.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES:** *Additional duties may be assigned.*

- Develop, update, and/or edit client technical documents to include process and procedure documentation for a wide variety of equipment, machinery, line production, and computer programs.
- Conduct system evaluations and analyses of new equipment and new processes to produce machine-specific documents such as work instructions, one-point lessons, standard work processes, start/stop procedures, lockout/tagout, machine logic, terminology, operator tasks, troubleshooting, operator machine certifications, and time studies.
- Assist technical team with creation of quality documentation, training manuals for job-specific training, and machine change-over procedures and instructions.
- Acquire subject knowledge by interviewing subject matter experts through communication, observation, and using software applications and through the incorporation of technical content from a variety of sources.
- Create suitable charts, diagrams, and graphics to illustrate concepts contained in the documentation.
- Establish and create style guidelines and standard templates to meet client business needs.
- Work independently and part of a technical team to handle multiple concurrent documentation assignments, and communicate technical specifications and instructions clearly and effectively.
- Attends/Completes District PD and training.

#### **SUPERVISORY RESPONSIBILITIES:**

- None.

### **QUALIFICATION REQUIREMENTS:**

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

### **EDUCATION AND/OR EXPERIENCE:**

- Must have a high school diploma or equivalent; college degree or courses in technical communication, English, or related coursework preferred.
- 1-3 years of technical writing experience or equivalent training in the field.
- Experience interviewing and collecting data and authoring documentation.
- Demonstrated success in managing projects and programs that support client business objectives from concept through execution.
- Strong proofreading and editing skills.
- Strong verbal and written communication skills.
- Advanced proficiency with MS office applications including Word, Excel, Project, Visio, PowerPoint, as well as other technical software applications or drawing packages.

### **OTHER SKILLS AND ABILITIES:**

- Ability to work independently with minimal supervision.
- Can prioritize multiple tasks and projects, work under stress, take direction, and meet client deadlines.
- Be a self-starter who can take charge of situations and be able to solve practical problems.
- Maintain client confidentiality requirements and hold oneself to unquestionable integrity and professionalism when working on client job site.
- Ability to perform duties in full compliance with client requirements, district requirements, and Board policies.

### **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to walk and use fingers, tools, or controls. The employee is occasionally required to stand and reach with hands and arms. Specific vision abilities required by this job include close vision, color vision, and depth perception. Occasionally the employee will lift up to 50 lbs. such as to lift files and paper.

### **WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable

accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is moderate to loud and is performed inside and outside during all seasons.

The information contained in job description is for compliance with the Americans with Disabilities Act (ADA) and is not an exhaustive list of the duties performed for this position. Additional duties are performed by the individuals currently holding this position and additional duties may be assigned.

Technical Writer  
SY 2012-2013  
Revised SY 2013-2014  
Revised SY 2022-2023