

**KERN COUNTY SUPERINTENDENT OF SCHOOLS
REVISED/APPROVED NOVEMBER 2003
RANGE: 58.5
TECHNICAL/SPECIALIST SERVICES SERIES
CLASSIFIED EXEMPT
CODE: 2,6,8**

**CSIS TECHNICAL WRITER
(California School Information Services)**

DEFINITION

Under general supervision plan for, organize and write technical and other formal and structured documentation supporting the central operations of the California School Information Services (CSIS) Program.

Working with content providers from the CSIS staff, local education agencies, the California Department of Education, and others as directed, develop required documents such as: project charters, requests for proposal (RFPs), system specifications, requirements documents, design methodology, field bulletins, frequently asked questions (FAQs), technical tips, user manuals and training materials.

Usual duties of the CSIS Technical Writer include obtaining information to be used in a given document from appropriate sources both within and without CSIS;

participation in formative discussions of the subject matter to be documented;

when appropriate, checking the accuracy of information in a document through online testing of computer based systems;

and creating or obtaining screen captures or other artwork needed for complete documentation.

EXAMPLES OF DUTIES

Create and maintain both technical and other forms of formal documentation;

help to establish standards for documentation, and then implement and monitor measures of compliance to those standards;

implement and maintain procedures for the efficient and effective capture of feedback regarding the appropriateness, effectiveness and overall success of CSIS produced documentation;

ensure that master copies of CSIS documentation are current and available to staff and stakeholders;

assess all procedures for compliance with CSIS and regulatory guidelines, policies and procedures;

assist CSIS with the development of all required documentation as it relates to regulatory compliance;

serve as a cooperative and contributing member of the CSIS Program Office team;

complete other duties as assigned.

QUALIFICATIONS

Knowledge of:

Exemplary written and excellent verbal communications skills are required;

thorough knowledge of developing, drafting, and editing both technical and non-technical documentation including protocols, policies, and procedures;

an excellent command of grammar and usage, and clear organization;
must have working knowledge of process development;
excellent computer skills – MS Word, Excel, Access, PowerPoint are essential;
proficiency in the use of SGML, HTML, FrameMaker, other layout packages and methodologies is a plus.

Ability to:

Ability to produce comprehensive, error-free, readable documents in layman's English;

work with all levels of CSIS and client personnel;

Experience:

A minimum of two years experience in planning and creating documents in a shared workgroup environment, and a minimum of two years experience in using word processing and desktop publishing programs are required;

desirable experience includes: a knowledge of technical support and the customer support process;

two or more years experience in the educational sector;

two or more years experience with client-server and/or server based applications;

two or more years work with school and/or student based information systems.

Education:

Requires graduation from an accredited four-year college or university with a major in computer science, information technologies, journalism, technical writing, English or a related field.

Work experience resulting in an equivalent knowledge base may be substituted for the major requirement.

Some positions may require proof of privately owned automobile insurance and possess a valid California Motor Vehicle operator's license.

Fingerprint clearance by both the Federal Bureau of Investigation and the California Department of Justice is a condition of appointment after all other required job conditions have been met.

This position is overtime exempt and has a probationary period of one year.

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Previously, TechnicalWriterCSIS