

## DOCUMENTATION TECHNICIAN, 1135

Summary of Duties : Organizes, edits, and assembles information systems manuals, reports, and program documentation from rough draft materials; converts flow charts, illustrations, graphs and diagrams from rough to finished form; prepares illustrations and diagrams for instructional materials; may be responsible for the daily operation of a computer systems documentation and technical aids library; may perform typing duties; may act as lead supervisor of such work and does related work.

Distinguishing Features : A Documentation Technician is primarily responsible for editing, writing, and organizing materials or manuals for various functions. The raw data from which they produce their formal material is usually developed by individuals in professional data processing classes. The class of Documentation Technician is distinguished from clerical classes in that employees of this class develop and expand upon content and format of materials or manuals from rough drafts and in some cases actually write this material or sections of it. This class is distinguished from professional data processing classes in that a Documentation Technician is not responsible for the preparation of actual computer programs or systems.

Examples of Duties : Gathers, organizes, edits, and assembles materials for documentation manuals which describe the functions and use of various systems or processes; prepares neat, accurate and attractive sample forms and documents from sketches, rough notes, and oral instructions; analyzes written materials, charts, drawings and other data prior to inclusion in manuals and reports; edits and organizes procedure instructions, statistical summaries, decision tables, flow charts, and graphs into meaningful format for users; consults with analyst and programming personnel to clarify intent, accuracy, and completeness of documentation and conformity with established forms and standards; assists in the preparation of illustrations, charts, graphs and other visual aids for classroom instruction and on-the-job training; may perform typing duties using conventional or power typing equipment; may maintain and have responsibility for the daily operation of a computer systems documentation and technical aids library; and may occasionally be assigned to other duties for training purposes or to meet technological changes or emergencies.

Qualifications : A good knowledge of formal report writing style and format; a good knowledge of punctuation and grammatical rules; a good knowledge of the materials and techniques used in converting flowcharts, illustrations, graphs and diagrams from rough to finished form; a working knowledge of flow charting symbols; general knowledge of basic data processing concepts; general knowledge of statistics;

the ability to communicate effectively with systems, programming and operational personnel in discussing the intent, accuracy and completeness of documentation; the ability to edit, organize, and assemble materials for manuals in a readily understandable manner for use by other data processing and user department employees; the ability to establish and maintain standardized formats.

Two years of full-time experience in editing and preparing final copies of written technical material from rough draft written technical material or oral instructions, and in preparing illustrations and graphic materials is required. Knowledge or experience in editing and preparing documentation for data processing systems is especially desired. Completion of a course in typing is also desired.

Physical Requirements : Strength to perform average lifting of less than 5 pounds and occasionally over 15 pounds; arm, hand, and finger dexterity with both hands involved in activities such as preparing illustrations, flow charts, graphs and charts; good speaking and hearing ability; and good eyesight.

Persons with medical limitations may, with reasonable accommodations, be capable of performing the duties of some of the positions in this class. Such determination must be made on an individual basis in light of the person's limitations, the requirements of the position, and the appointing authority's ability to effect reasonable accommodations to the person's limitations.

As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what all of the duties and responsibilities of any position shall be.