

## **CLASS TITLE: SYSTEMS TECHNICAL WRITER II**

**PURPOSE OF THE CLASSIFICATION:** Under direction is responsible for developing and maintaining comprehensive written procedures for a variety of technical processes related to the automated systems utilized by the City; and performs other related assigned duties.

### **ESSENTIAL TASKS:**

- Researches, analyzes, and organizes system's technical processes/procedures, gathering all related data
- Updates departmental system documentation and backup/recovery standards
- Develops and maintains comprehensive written procedures for mission critical systems, including PALS, UIS, UMS/SOMS, UCS, EIS, MMS, LIMS, and WSI
- Reviews procedure documentation with supervision, Sr. Analyst and users
- Tests documentation against system functionality to ensure technical accuracy
- Monitors system changes analyzing impact on system documentation and revising as required
- Develops flow charts and other forms of documentation
- Attends weekly meetings to advise, recommend, and present documentation proposals
- Must report to work on a regular and timely basis
- Assists in the development and implementation of training policies and procedures.
- Prepares proposals for new training projects
- Conducts training needs analysis by interviewing and surveying to plan training programs to effectively meet training needs
- Conducts technical training to meet the needs of the department
- Identifies client needs for specialized reports, inquiry screens or SQL inquiries and develops same (programming)
- Analyzes and tests system updates for impact on data integrity, process and reporting
- Develops RFP's/specs. for new systems/modules and evaluates vendor responses
- Designs and implements online help facilities for client support

**Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.**

### **QUALIFICATIONS:**

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in computer science, professional/technical writing, English or other related field; and four (4) years of experience doing computer and system's analysis or documentation development; and two (2) years of experience in technical writing or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Considerable knowledge of methods, standards, procedures and practices of technical writing for the information technology environment; considerable understanding of methods, techniques, and technical terminology used in system's analysis and design; considerable understanding of the operation and use of data processing/communications and related equipment; considerable understanding of multiple operating systems, languages and data structures; good knowledge of system's operations; and good knowledge of generally recognized computer languages such as COBOL. Ability to work independently, to investigate, comprehend, analyze, and organize system's technical processes/procedures; ability to analyze complex concepts/ideas and to present clearly and concisely in writing ; ability to effectively communicate both verbally and in writing with good command of the English language; the ability to work with all levels of personnel in diverse job functions; and the ability to understand and influence the behavior of others within the organization, customers or the public in order to achieve job objectives and cause action or understanding. Must possess strong investigating, interviewing, analytical, grammatical and technical writing skills.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional lifting up to 20 pounds; occasional carrying up to 20

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pounds; may be subject to walking or sitting for extended periods of time, standing, reaching, handling, twisting, and climbing; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operators License; and prefer Certified Systems Professional (CSP) or Certified Data Processing Professional (CDP) certification.

**WORKING ENVIRONMENT:** Working conditions are primarily indoors in an office environment and may require some travel to various locations to review systems.

**Class Code: 2600**

**EEO Code: E-03**

**Pay Code: IT-40**

**Group: Clerical and Administrative**

**Series: Data Processing and Information Services**

**Effective date: April 13, 2015**