



## Information Technology Job Family: **IT Technical Writer Progression**

These generic job title summaries are intended to indicate the kinds of tasks and levels of work complexity that will be required of positions classified to any of these titles and are not intended to be construed as declaring the specific duties and responsibilities of any particular position. The use of particular expressions or illustrations describing functions within a specific job title does not exclude other duties of a similar kind and/or level of complexity. Positions are classified to a particular job title based upon the predominant level of expected work complexity. ***A position that is classified into this title and band must meet the Cornell requirements for exemption under the FLSA***

### GENERIC JOB PROFILE SUMMARIES

IT Technical Writer II INDIVIDUAL CONTRIBUTOR	IT Technical Writer III INDIVIDUAL CONTRIBUTOR
Research, write, and edit a range of documents, including user guides and manuals, technical specifications, training materials, user policies, and proposals, for both print and online media.	Plan, design, research, write, and edit a range of documents, including user guides and manuals, technical specifications, training materials, user policies, and proposals, for both print and online media.
Collaborate with developers, end users and other support groups to define business procedures and establish documentation needs for hardware and software products and services.	Collaborate with developers, end users and other support groups to define business procedures and establish documentation needs for hardware and software products and services.
	Analyze IT project requirements to determine types of documentation and delivery mechanisms needed.
Collaborate with systems and development staff to collect and interpret technical information.	Collaborate with systems and development staff to collect and interpret technical information.
Collaborate with web developers, designers, printers and graphic artists to plan layout, graphical elements, and formatting of documents.	Collaborate with web developers, designers, printers and graphic artists to plan layout, graphical elements, and formatting of documents. Ensure final documents are usable and of high quality.
	Provide feedback to systems development staff about the product or service to improve the user experience including terminology, interface design and error or other system messages.
Research and evaluate new documentation tools and methods in support of documentation improvement efforts.	Research, evaluate, and recommend new documentation tools and methods in support of documentation improvement efforts.
	Develop documentation project plans and timelines.

<b>IT Technical Writer II INDIVIDUAL CONTRIBUTOR</b>	<b>IT Technical Writer III INDIVIDUAL CONTRIBUTOR</b>
Edit written documentation of development and other IT staff to create unified, usable and consistent support documents.	Edit written documentation of development and other IT staff to create unified, usable and consistent support documents; may edit error or other system messages for consistency with documentation standards, usability and clarity.
Communicate and maintain documentation standards, and provide training where required.	Establish, communicate, and maintain documentation standards, and provide training where required; collaborate with developers on elements of user interactions, user interfaces, error messages and auto-generated email messages.
Maintain currency and accuracy of all documentation.	Maintain currency and accuracy of all documentation.

## JOB FACTOR PROFILE TABLE

FACTOR PROFILE	11501 IT TECHNICAL WRITER II, BAND E	11502 IT TECHNICAL WRITER III, BAND F
<b>MINIMUM EDUCATION AND EXPERIENCE EQUIVALENCY</b>	Bachelor's degree; up to 2 years experience or equivalent	Bachelor's degree; more than 3 year and less than 5 years experience or equivalent
<b>IMPACT</b>	Moderate impact	Moderate impact
<b>CONTACTS - INSIDE</b>	Assist others Cooperation of task completion	Provides guidance to others Coordinates activities
<b>CONTACTS - OUTSIDE</b>	Provide/receive guidance, advice or information that must be analyzed and developed by the position	Provide/receive guidance, advice or information that must be analyzed and developed by the position
<b>CONTACTS - STUDENTS</b>	Limited contact	Limited contact

FACTOR PROFILE	11501 IT TECHNICAL WRITER II, BAND E	11502 IT TECHNICAL WRITER III, BAND F
<b>SUPERVISION</b>	Provides guidance, counsel, and information in specific support areas	Provides guidance, counsel, and information in specific support areas
<b>COMPLEXITY</b>	Frequently adapt, combine, or make improvements to services, products, processes, & programs. Work requires reasoning skills and judgment	Occasionally required to develop new innovative solutions, services, products, processes, & programs. Work requires sophisticated reasoning skills
<b>LEVEL OF DECISION MAKING</b>	Assist in and influence decisions concerning policy-setting, research, planning, or students	Assist in and influence decisions concerning policy-setting, research, planning, or students
<b>FREEDOM OF ACTION</b>	General supervision Some interpretation of established work policies and procedures is required	Very general supervision Interpretation of work policies and procedures, and, at times deviation from standard work practice
<b>EFFECT OF DECISION MAKING</b>	Directly effects multiple functional areas Limited effect on students and employees	Directly effects entire department Moderate effect on students and employees
<b>WORKING CONDITIONS</b>	Normal working conditions, including limited or no exposure to hazardous conditions/materials/ equipment. Safety gear may sometimes be required	Normal working conditions, including limited or no exposure to hazardous conditions/materials/ equipment. Safety gear may sometimes be required