



OHIO
UNIVERSITY

Classification and Qualification Standards

End User Documentation Specialist

PROFESSIONAL ROLE

Career Series: Technical Support	Grade: G	Date Established: 9/11/2002	FLSA Category: Exempt
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JOB SUMMARY

Develops, manages, and maintains all printed and online documentation and oversees all communications between the department/institution and its users/clients. Responsibilities may include user manuals, help screens, voice prompts, video productions, and web pages. The End User Documentation Specialist has broad decision making authority in matters of user-friendliness, support, and marketing. He or she needs a broad understanding of the entire IT spectrum, as he or she must often make decisions that directly affect not only users but also system administrators and programmers.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Strategic planning at the departmental and/or institutional level for user support issues.
2. Acts as lead in development of institution-wide end-user communication campaigns
3. Develop marketing campaigns for specific IT services.
4. Create, edit and manage user manuals, help screens, voice prompts, videos, web content, and other forms of user documentation.
5. Edit website and/or supervise web development staff.
6. Act in editorial capacity for and/or directly supervise technical writers.
7. Video production responsibilities.
8. Keeps current on technology, media, and content-delivery trends.
9. Performs other duties as assigned.

Worker Characteristics (knowledge, skills & abilities to perform the job duties)

Excellent written and oral communication skills. Knowledge of common desktop and multi-user operating systems (e.g. Microsoft Windows, MacOS, Netware, UNIX, etc.), skilled use of current industry-standard design and publication software and languages (e.g. Photoshop, Freehand, Illustrator, Quark, Acrobat, Premiere, Flash, HTML, etc.), knowledge of common PC and server hardware platforms, overall understanding of centralized, distributed, and individual computing environments. Must be able to view problems from multiple perspectives in order to balance technical issues with user needs. Skilled in operation of computers and peripherals. Ability to quickly interpret technical material in books, journals or manuals. For undocumented software and/or hardware, ability to "learn by doing." Ability to act as lead when needed for development of user communication campaigns.

Minimum education & experience required (including training, registration & licensure)

Bachelor's Degree in an IT or interpersonal communication-related field and 3 years experience.

This job specification describes the general nature and level of work being performed by people assigned to this classification. Employees may perform some or all of these duties. Examples listed do not preclude the performance of other duties similar in nature or in level of complexity