



THE METROPOLITAN WATER DISTRICT
OF SOUTHERN CALIFORNIA

SENIOR TECHNICAL WRITER

Group-Section: Corporate Resources Group	FLSA Status: Non-Exempt Bargaining Unit: AFSCME	Salary Grade: 53 Job #: XA62A
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JOB SUMMARY

This is the advanced journey level position performing Senior Technical Writer job duties.

DISTINGUISHING CHARACTERISTICS

Positions at this level are recognized as technical communications experts, using initiative and resourcefulness in deviating from traditional methods or researching trends and patterns to develop new tools, criteria, or proposed new procedures. Work involves a high degree of creativity and resourcefulness in establishing criteria; developing new and original information; formulating projects; assessing program effectiveness; analyzing a variety of unusual conditions, problems, or questions; and implementing solutions at the program or team level. Decisions regarding what needs to be done include major areas of uncertainty in approach, methodology, or interpretation and evaluation processes resulting from such elements as continuing changes in program, technological developments, unknown phenomena, or conflicting requirements. The work product or service may affect activities, or the operation of other organizations.

OVERSIGHT

Supervision Received: The supervisor sets the overall objectives and resources available. The employee and supervisor, in consultation, develop the deadlines, projects, and work to be done. At this level, the employee, having developed expertise in the line of work, is responsible for planning and carrying out the assignment; resolving most of the conflicts that arise; coordinating the work with others as necessary; and interpreting policy on own initiative in terms of established objectives. In some assignments, the employee also determines the approach to be taken and the methodology to be used. The employee keeps the supervisor informed of progress, potentially controversial matters, or far-reaching implications. Completed work is reviewed only from an overall standpoint in terms of feasibility, compatibility with other work, or effectiveness in meeting requirements or expected results.

Supervision Given: Acts as a lead. Coordinates and reviews work assignments of employees performing the same general work as the lead on a day-to-day basis. Responsibilities may involve solving problems and providing instructions on work procedures.

JOB DUTIES

1. Leads, plans, and oversees major, complex documentation projects or initiatives applying innovative approaches to difficult or unprecedented problems and providing authoritative advice/guidance to staff. Projects involve workgroups from different functional areas. Assumes lead responsibility to develop scope of work, manage project budget, set and maintain project schedule, assign quality control and accountability measures, and create product specifications.
2. Acts as agreement administrator for complex technical documentation contracts; develops scopes of work; supports negotiation of terms and conditions; monitors performance; and resolves contractual disagreements and nonperformance problems.

3. Leads, plans, and develops a range of complex technical deliverables such as online help systems, white papers for management, technical manuals, and original technical reports using a variety of technologies and media. Develops format and content guidelines to facilitate clearly presented information.
4. Assists in the development of team documentation standards and guidelines.
5. Develops ways to maximize utility of on-line documentation systems and works with other organizational units to identify further applications for the systems.
6. Evaluates and recommends industry best practices and new technologies such as online and multi-media applications.
7. Performs other related Technical Writer job duties as required.

EMPLOYMENT STANDARDS

MINIMUM QUALIFICATIONS

Education and Experience: Bachelor's degree from an accredited college or university in a related field and eight years of relevant experience; or an equivalent combination of education and experience; or two years in the MWD Technical Writer III classification.

Required Knowledge of: English composition and grammatical structure; advanced modern office equipment and technology; advanced word processing and graphic software; on-line documentation systems; theories and practices of technical writing and communication; policy, procedure and manual development; engineering drawings and schematics; advanced communication techniques such as coaching and presentations to management; and current office equipment and technology.

Required Skills and Abilities to: English composition and grammatical structure; advanced modern office equipment and technology; advanced word processing and graphic software; on-line documentation systems; theories and practices of technical writing and communication; policy, procedure and manual development; engineering drawings and schematics; advanced communication techniques such as coaching and presentations to management; lead and train; and advanced skill in the operation of current office equipment including computers and supporting applications.

CERTIFICATES, LICENSES, AND REGISTRATION REQUIREMENTS

Employees in this position may be required to obtain and maintain the following certifications, licensing and registrations:

Certificates

- None

Licenses

- Valid Class C Driver License that allows you to drive in the course of your employment

Registrations

- None

Job Title: Senior Technical Writer

Job Code: XA62A

Adopted: 03/11/13

Revised: 09/10/17

Supersedes: 03/11/13

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PHYSICAL DEMANDS, WORK ENVIRONMENT, AND VISION REQUIREMENTS

The physical demands and work environment characteristics described here are representative of those that must be met or may be encountered by an employee to successfully perform the job duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the job duties.

Physical Demands: The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking; standing; bending; carrying of light items such as paper, books, or small parts; driving an automobile, etc. Occasionally, work may be performed at field locations, with long periods of standing or walking to gather data or to photograph structures or plant equipment.

Work Environment: The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or commercial vehicles, e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc. The work area is adequately lighted, heated, and ventilated. Occasionally, work may be performed at field locations where dust, dirt, heat, or chemicals are present. This field work may involve moderate risks or discomforts that require special safety precautions, e.g., working around moving parts, or machines, or irritant chemicals; etc. Employees may be required to use protective clothing or gear such as masks, boots, goggles, gloves, or shields.

Vision Requirements: No special vision requirements.