



**USC** University of  
Southern California

## Technical Writer (General) Job Description

### JOB INFORMATION

|                   |                               |
|-------------------|-------------------------------|
| Job Code:         | 129041                        |
| Job Title:        | Technical Writer (General)    |
| FLSA Status:      | Non-Exempt                    |
| Supervisory:      |                               |
| Job Family:       | Publications, Editing/Writing |
| Job Family Group: | Marketing and Events          |
| Management Level: | 7 Individual Contributor      |

### JOB SUMMARY

Collates information from various sources and utilizes leading practices to create, evolve and publish technical documentation. Evaluates existing documentation and adjusts content as necessary, working closely with content owners. Distills complex, technical topics into clear, readable documents, and builds strong relationships with content owners and technical subject-matter experts.

### JOB QUALIFICATIONS:

#### Education

| Req | Pref | Degree            | Field of Study      |    |
|-----|------|-------------------|---------------------|----|
| X   |      | Bachelor's degree |                     |    |
|     | X    | Bachelor's degree | Communication       | Or |
|     | X    | Bachelor's degree | Computer Science    | Or |
|     | X    | Bachelor's degree | in related field(s) |    |

#### Additional Education

**Check here if experience may substitute for some of the above education.**

Combined experience/education as substitute for minimum education

#### Work Experience

| Req | Pref | Work Experience | Experience Level |  |
|-----|------|-----------------|------------------|--|
| X   |      | 3 years         |                  |  |
|     | X    | 5 years         |                  |  |

#### Additional Work Experience

**Check here if education may substitute for some of the above work experience.**

Combined experience/education as substitute for minimum work experience

#### Knowledge, Skills and Abilities

| Req | Pref | Functional Skills  |
|-----|------|--|
| X   |      | Experience with technical writing, communications, and/or content development. |

## Knowledge, Skills and Abilities

| Req | Pref | Functional Skills  |
|-----|------|--|
| X   |      | Ability to develop high-quality documentation written in actionable, explanatory and procedural styles for diverse audiences.  |
| X   |      | Excellent written, oral, and interpersonal communications skills, and exemplary attention to detail.   |
| X   |      | Ability to quickly grasp complex technical concepts and make them easily understandable through varied mediums (e.g., text, visuals, videos).  |
| X   |      | Demonstrated organizational skills, analytical skills, and the ability to think strategically and creatively.  |
| X   |      | Ability to translate technical information into clear, concise, and effective documentation for both technical and non-technical audiences.  |
| X   |      | Team-oriented self-starter with the ability to work independently and proactively.   |
| X   |      | Ability to work and communicate cross-functionally with subject matter experts to gather and translate data, incorporate feedback, and iteratively refine content to maintain relevance. |
| X   |      | Proficiency with Microsoft Office and other editing/production software (e.g., Sharepoint, Visio, Adobe Acrobat).  |
| X   |      | Ability to provide support and guidance as needed on projects and exercise discretion with confidential information.   |
|     | X    | Experience analyzing business processes and identifying process improvements.  |
|     | X    | Demonstrated experience in higher education.   |
|     | X    | Experience developing process maps, flow charts and other process documentation.   |
|     | X    | Advanced judgment, analytical, and decision-making skills, able to work independently with minimal supervision.  |
|     | X    | Ability to drive the development and modification of guidelines, procedures, policies, and documentation.  |
|     | X    | Extensive knowledge and/or understanding of relevant cultural issues (e.g., immigration, socioeconomic, LGBTQIA+).   |
|     | X    | Fluent in one or more languages in addition to English (e.g., Spanish, Korean, American Sign Language).  |

## Other Job Factors

## JOB ACCOUNTABILITIES

|   | % Time | Essential | Marginal | N/A |
|---|--------|-----------|----------|-----|
| Produces high-quality, accessible documents appropriate for intended audiences. Assists experts in relaying complex information into consumable content (e.g., text, pictures, diagrams). Applies design and layout knowledge to ensure content is presented appropriately both visually and comprehensibly. Identifies and works with subject matter experts and other relevant stakeholders to gather required data, analyze source materials, and organize content.  |        |           |          |     |
| Gathers understanding of business operations to create documentation driving efficiencies and continuous improvements. Observes functional and technical processes and analyzes and translates information. Raises or highlights areas of confusion to gather clarity from stakeholders. Reviews documentation to determine needed development, updates and consolidation.  |        |           |          |     |
| Builds strong working relationships with cross-functional areas. Consistently communicates to incorporate ideas and feedback into work products. Consults with technical, project and quality stakeholders to establish scope, intent, audience, and nature of documentation, ensuring content is tailored to intended audiences. Develops content consistent with the voice of the university.   |        |           |          |     |
| Revises existing documents and/or creates new materials when appropriate. Participates in collaborative reviews with leadership and relevant stakeholders, and makes edits based on comments. Adjusts documentation (e.g., standard operating procedures, process maps) to best meet the needs of the organization and relevant stakeholders. Uses hands-on approach to the processes and technologies being documented.  |        |           |          |     |
| Aligns work products to university values and expectations. Stays current with changes to processes, policies and best practices, along with industry trends and developments. Utilizes new approaches, as needed, to achieve best outcomes. Conducts research on industry-related topics in order to adjust and develop content. Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics. |        |           |          |     |

## Other Requirements

| <i>Essential:</i>  | <i>Emergency Response/Recovery</i>   | <i>Essential:</i> | <i>Mandated Reporter</i>  |
|--|--|-------------------|---|
|  | In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed. |                   | A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a> |
| <i>Campus Security Authority (CSA)</i>   |  |                   | <i>Essential:</i>   |
| By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a> |  |                   |   |

## ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

\_\_\_\_\_  
Print Employee Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Manager Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.