



New Mexico State Personnel Office

2600 Cerrillos Road
Santa Fe, New Mexico 87505-0127

Classification Description

TECHNICAL WRITERS

Class Title	Class Code	Pay Band	Alt Pay Band*
Technical Writers-B	J3042B	45	
Technical Writers-O	J3042O	50	
Technical Writers-A	J3042A	55	

**In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

Occupation Description

Write technical materials, such as equipment manuals, appendices, or operating and maintenance instructions. May assist in layout work.

Nature of Work

Technical writers put technical information into easily understandable language. They work primarily in information-technology-related industries, coordinating the development and dissemination of technical content for a variety of users; however, a growing number of technical communicators are using technical content to resolve business communications problems in a diversifying number of industries. Included in their products are operating instructions, how-to manuals, assembly instructions, and other documentation needed for online help and by technical support staff, consumers, and other users within the company or industry.

Technical writers also develop documentation for computer programs and set up communications systems with consumers to assess customer satisfaction and quality control matters. They commonly work in engineering, scientific, healthcare, and other areas in which highly specialized material needs to be explained to a diverse audience, often of laypersons. Technical writers often work with engineers, scientists, computer specialists, and software developers to manage the flow of information among project workgroups during development and testing. They also may work with product liability specialists and customer service or call center managers to improve the quality of product support and end-user assistance. Technical writers also oversee the preparation of illustrations, photographs, diagrams, and charts. Technical writers increasingly are using a variety of multimedia formats to convey information in such a way that complex concepts can be understood easily by users of the information.

Distinguishing Characteristics of Levels

Note: Examples of Work are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.

Basic

- Employees in this Role convert scientific and technical information into easily understandable language.

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- Employees may conduct interviews with workers in the field; assist in reviewing work for grammar, sentence structure, and style.
- Employees may work with original author in completely revising the methods of presentation.

Recommended Education and Experience for Full Performance*

Associates Degree in Liberal Arts, Journalism, Communications or related field and one (1) year experience as a technical writer, writer, researcher and/or designer working in a publications setting.

Minimum Qualifications

High School Diploma or GED and six (6) months experience.

Operational

- Employees in this Role prepare, and maintain manuals, catalogs, parts lists, assembly instructions, sales promotion materials, and project proposals.
- Employees prepare or edit original papers, articles or reports covering technical or professional subject matter; prepare manuscript for publication by assuring statements made or opinions expressed are in accordance with agency policy printing specifications; may perform layout and paste-up work; coordinate printing jobs with printers; prepare public relations and information documents.

Recommended Education and Experience for Full Performance

Associates Degree in Liberal Arts, Journalism, Communications or related field and two (2) years experience as a technical writer, writer, researcher and/or designer working in a publications setting.

Minimum Qualifications

High School or GED and one (1) year experience as a technical writer, writer, researcher and/or designer working in a publications setting.

Advanced

- Employees in this Role plan and edit technical reports and oversee preparation of illustrations, photographs, diagrams, and charts.
- Employees ensure that there is a logical arrangement of concepts and that expression and vocabulary are appropriate for the audience to which publication is directed and that conclusions drawn are valid and supportable by reference to facts; coordinate printing jobs with printers; prepare public relations and information documents.

Recommended Education and Experience for Full Performance

Bachelor's Degree in Liberal Arts, Journalism, Communications or related field and one (1) to two (2) years experience as a technical writer, writer, researcher, and/or designer working in a publications setting.

Minimum Qualifications

High School Diploma or GED and two (2) years experience as a technical writer, writer, researcher and/or designer working in a publications setting.

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Knowledge and Skills

*NOTE: This information has been produced by compiling information and documentation provided by O*NET. O*NET is a trademark of the U.S. Department of Labor, Employment, and Training Administration.*

Knowledge

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Communications and Media — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

Skills

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Speaking — Talking to others to convey information effectively.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Coordination — Adjusting actions in relation to others' actions.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Time Management — Managing one's own time and the time of others.

Statutory Requirements: N/A

Conditions of Employment: Working Conditions for individual positions in this classification will vary based on each *agency's utilization, essential functions, and the recruitment needs* at the

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time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Default FLSA Status: Non-Exempt. FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

Bargaining Unit: This position may be covered by a collective bargaining agreement and all terms/conditions of that agreement apply and must be adhered to.

Established: 07/07/2001 **Revised:** 9/20/2011

**Adapted from the United States Bureau of Labor Statistics and are intended to illustrate the typical education and experience required for this occupation.*

Note: Classification description subject to change. Please refer to the SPO website www.spo.state.nm.us to ensure this represents the most current copy of the description.