

JOB ANALYSIS QUESTIONNAIRE

SECTION I: JOB ANALYSIS QUESTIONNAIRE		
People & Facilities Title: Technical Writer	Reports To (Title): R&D Content & Training Development Manager	Date: 9/11/09
POSITION PURPOSE: Creates, develops, plans, writes and edits product documentation for both internal and external customers. Product documentation ranges from operations, instructional, maintenance or test procedures for paper, multimedia, or web-based publication. Supports and enhances knowledge management strategy and framework.		

MAJOR AREAS OF RESPONSIBILITY: Beginning with the most important, briefly state the major duties and responsibilities of this job (possibly with examples), percent of total job (10% should be the minimum breakout per responsibility) and frequency of each activity.				
PRIORITY	DUTIES AND AREAS OF RESPONSIBILITY	PERCENT OF TOTAL JOB (must equal 100%)	FREQUENCY (daily, weekly, monthly, etc.)	ESSENTIAL FUNCTION* (Y/N)
1	Be part of R&D development project team in order to acquire sufficient knowledge to plan, develop, and peer-review product documentation for both internal and external customers. Product Documentation may include Release Notes, User Guides, Installation Guides, Training Guides, Implementation Guides, Demo scripts and all other material deemed to be part of the documentation reference set.	50%	Daily	Y
2	Participate in the conceptualization and implementation of the company's knowledge management framework. Continuously improve on knowledge management techniques, processes, and practices. Continuously expand product knowledge.	20%	Daily	Y
3	Perform quality control on installation guides to ensure installation procedures are accurately documented	10%	Daily	Y
4	Provide usability design suggestions and conduct usability tests as required	10%	Monthly	Y
5	Proofread labels and messages to ensure the quality of these user interface elements	5%	Weekly	Y
6	Other duties as assigned. (e.g. provide support to product localization into Chinese as needed, spot check product translation quality)	5%	Weekly	Y

**Essential Function: Refers to the primary job duties that a qualified individual must be able to perform, either with or without reasonable accommodation. A function may be considered essential because it is required in a job or because it is highly specialized.*

REQUIRED KNOWLEDGE AND EXPERIENCE: The **minimum** education, training and/or experience **required** to perform this job.

- **Education/Licenses:** Bachelor's degree in technical communications, computer science, or other related fields
 - **Experience:** At least three year's working experience: excellent English communication and writing skills. Knowledge of ERP software, supply chain, manufacturing, and experience with, QAD products and is a plus. Experience with desktop publishing tools such as Adobe FrameMaker and WebWorks Publisher is a plus. Experience with structured writing techniques and DITA is a plus. Experience with XML, HTML, CSS is a plus. Experience with content management systems such as Vignette is a plus. Experience with version control systems is a plus.
- **Computer skills:** MS Office products – intermediate to advanced.
- **Other knowledge or skills:** A quick learner, self-motivated and passionate about knowledge acquisition and sharing. Well-organized and a good team-player. Multi-tasking, conflict resolution, detail orientation and quality conscience.

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MANAGEMENT OF PEOPLE:			
Does this position manage a team or teams of employees who may not be direct reports?	Y <u> </u>	N <u> x </u>	
Does this position manage people who are not employees (Independent Contractors, Consultants, etc.)?	Y <u> </u>	N <u> x </u>	

SUBORDINATES: Employees supervised or managed by this position				
	<u>Exempt</u>		<u>Non-Exempt</u>	
Do two or more exempt or non-exempt employees report directly to this position?	Y <u> </u>	N <u> x </u>	Y <u> </u>	N <u> x </u>
Do two or more exempt or non-exempt employees report indirectly to this position?	Y <u> </u>	N <u> x </u>	Y <u> </u>	N <u> x </u>

TITLES OF JOBS DIRECTLY AND INDIRECTLY SUPERVISED:

☞ If this position supervises or manages employees, please complete the next section. If not, skip to "Problem Solving/ Decision Making Authority".

SUPERVISING THE WORK OF OTHERS: Following are typical supervisory responsibilities. Please check the appropriate box for each.		
Responsibility	Applies	Does Not Apply
Interview candidates and make hiring recommendations	<input type="checkbox"/>	<input type="checkbox"/>
Make hiring/firing decisions	<input type="checkbox"/>	<input type="checkbox"/>
Orient new subordinates regarding Company or department policies/procedures. Review their position responsibilities with them	<input type="checkbox"/>	<input type="checkbox"/>
Establish performance standards for the quality of work subordinates are expected to achieve	<input type="checkbox"/>	<input type="checkbox"/>
Delegate, control and review work assignments of direct reports (for indirect reports)	<input type="checkbox"/>	<input type="checkbox"/>
Train, develop and motivate direct reports to improve their present performance and to prepare them for higher-level positions (for indirect reports)	<input type="checkbox"/>	<input type="checkbox"/>
Periodically review the position descriptions of subordinates for accuracy. Document and resubmit for evaluation if warranted	<input type="checkbox"/>	<input type="checkbox"/>
Evaluate the performance of direct reports. Discuss performance, establish new objectives and accountabilities and develop plans. (for indirect reports) Counsel employees; recommend corrective action as warranted	<input type="checkbox"/>	<input type="checkbox"/>
Review salaries of direct reports and determine increases, promotions, transfers and demotions as warranted	<input type="checkbox"/>	<input type="checkbox"/>

PROBLEM SOLVING/DECISION MAKING AUTHORITY:
What kinds of decisions do you make on a frequent basis? Determining how to structure information so that it can be presented in a way that is easy to understand, and useful for the intended audience.
What types of issues do you deal with on your own authority? Scheduling conflicts within the Content and Training Development group; prioritization of tasks assigned so that publication deadlines can be met.
What types of issues do you refer to higher authority? Any not authorized to deal with.

PHYSICAL JOB REQUIREMENTS: Please indicate if any of the following are requirements of this position.			
Valid driver's license	Y <u> </u>	N <u> x </u>	Ability to operate company van/vehicle
Ability to lift up to _____ lbs.	Y <u> </u>	N <u> x </u>	Ability to operate equipment (forklift, handcart, etc.)
Ability to travel _____ % of the time	Y <u> </u>	N <u> x </u>	

