

**Effective Date: May 18, 2003**  
**Modified: April 4, 2004**  
**Modified: April 2, 2006**  
**Modified Effective: September 14, 2008**

**STATE OF WISCONSIN  
CLASSIFICATION SPECIFICATION**

**TECHNICAL WRITER  
CLASSIFICATION SERIES**

**I. INTRODUCTION**

A. Purpose of This Classification Specification

This classification specification is the basic authority under ER 2.04, Wis. Adm. Code, for making classification decisions relative to present and future professional positions which communicate, in writing, policies and procedures for special programs located within the Department of Children and Families and the Department of Health Services. This classification specification is not intended to identify every duty which may be assigned to positions, but is intended to serve as a framework for classification decision making in this occupational area.

Classification decisions must be based on the “best fit” of the duties within the existing classification structure. The “best fit” is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the class concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards or factors; statements of inclusion and exclusion; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

The positions in this classification series are professional positions located within the Department of Children and Families (DCF), and the Department of Health Services (DHS) which write policy and procedural statements to provide direction to local agencies in implementing special income maintenance and economic support programs administered by DCF or DHS.

C. Exclusions

Excluded from this classification series are the following types of positions:

1. Positions which interpret and administer policies and procedures governing economic support programs for a majority of the time, and are more appropriately classified as Program and Planning Analysts.
2. Positions which, for a majority of the time, perform examinations of statistically valid samples of income maintenance/economic support cases and are more appropriately classified as Economic Support Quality Assurance Specialists.

3. Positions which, for a majority of the time, perform quality control monitoring activities of the work performed by Economic Support Quality Assurance Specialists and serve in a team leader capacity to a unit of Economic Support Quality Assurance, and are more appropriately classified as Economic Support Quality Assurance Specialists - Advanced.
  4. Positions which, for a majority of the time, coordinate and oversee programs related to the provision of services to the State's refugee population, people in need of food assistance, and the Hispanic/migrant population, and to the detection and prevention of welfare fraud, and are more appropriately classified as Economic Support Specialists.
  5. Positions which, for a majority of the time, edit and write information not related to economic support programs, and are more appropriately classified as Publications Editors.
  6. Positions which do not write technical policy and procedural statements and materials for the DHS income maintenance programs or the DCF economic support programs for a majority of the time.
  7. Positions which are not located within the Department of Children and Families or the Department of Health Services.
  8. Positions which meet the statutory definition of confidential, management, or supervisor as defined in s. 111.81(7), (13), and (19), Wis. Stats., as interpreted and administered by the Wisconsin Employment Relations Commission.
  9. All other positions which are more appropriately identified by other classification specifications.
- D. Entrance Into and Progression Through This Classification Series

Employees enter positions at the Technical Writer level by competition. Progression to the Senior level may occur through reclassification, if the position spends the majority of its time performing Senior level duties.

## II. DEFINITIONS

### TECHNICAL WRITER

This classification is used as an entry progressing to objective level for positions that write policy and procedural material that provides direction to local agencies in implementing the DHS income maintenance programs or DCF economic support programs. Work is performed under close progressing to general supervision. At the objective level, positions write statements of the program's policies and procedures according to set standards of order, clarity, conciseness, style, and terminology; review laws, regulations, and administrative codes to identify the need for changes in existing manuals and handbooks or for the creation of new instructions; circulate draft materials for review by users and incorporate revisions into final document; assure the compatibility of manual and handbook operating instructions with data processing systems; and perform related work, as required. Work is performed under general supervision.

## **TECHNICAL WRITER-SENIOR**

This is professional work related to the creation and maintenance of manuals, handbooks, and associated publications which direct local agencies in the implementation of the DHS income maintenance programs or DCF economic support programs. Positions allocated to this level develop, author, and maintain a style guide of technical writing; coordinate the creation and publication of policies and procedures among various economic support programs; initiates contacts with state and federal authorities to ensure the accuracy of and compliance with field communications; review pertinent laws and regulations to determine the need for revisions to and/or creation of new instructional material; and recommend changes to state administrative code to ensure that state regulations, federal law, and manual and handbook material are consistent. Positions allocated to this level also write policy and procedural statements, and perform related work, as required. Work is performed under general supervision.

### **Representative Position:**

DHS, Division of Health Care Access and Accountability, Bureau of Enrollment Management: Under the general supervision of the Technical Assistance, Training & Education Section Chief, this position produces written policy and procedural statements for use by the 72 counties, six tribal economic support agencies, and numerous public and private agencies administering health care services to the population; reviews Wisconsin statutes, administrative code, DHS policy documents, federal law, the code of federal regulations, and related materials to identify the need for changes, deletions, or other alterations in existing manual and handbook materials or the creation of new instructions; assists DHS staff with policy recommendations for handbook clarity.

DCF, Division of Family and Economic Security, Bureau of Child Support: Under the general supervision of an Economic Support Supervisor, creates clear and concise policy and procedural paper and on-line documentation for state and county staff to implement Bureau of Child Support programs; ensures that paper and on-line documentation reflect current federal and state rules and regulations; circulates manual materials for review and makes any necessary revisions to the paper and on-line documentation; and coordinates timely issuance of paper and on-line documentation with implementation of programs. Position also tests KIDS programming logic related to bureau program and system changes; monitors and assesses the functioning of bureau programs to identify manual and materials changes; and performs other functions critical to the success of the work unit, such as developing that portion of the work plan related to paper and on-line documentation.

DCF, Division of Family and Economic Security, Bureau of Child Support: Under general supervision, this position develops and publishes child support policies and procedures related to the operation and administration of child support programs, and develops child support training curriculum. This position has a broad knowledge of Wisconsin's Child Support program, and has expertise with the Kids Information Data System (KIDS). This position reviews Wisconsin Statutes, Administrative code, federal laws and regulations and recommends changes to the administrative code to ensure consistency with state and federal law. In addition, this position develops child support documents and consults with DCF staff and county agency advisory committee members to ensure that KIDS requirements are met.

## **III. QUALIFICATIONS**

The qualifications required for these positions will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed, and by an identification of the education, training, work, or other life experiences which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

**IV. ADMINISTRATIVE INFORMATION**

This classification series was created effective March 11, 2001, and announced in Bulletin CLR/SC-127 to include positions in the Departments of Health and Family Services and Workforce Development. It replaces the Economic Support Technical Writer 1 and 2 classifications, used only by the Department of Workforce Development, which were abolished effective March 11, 2001, as announced in Bulletin CLR/SC-127.

This classification series was collapsed and created effective May 18, 2003 and announced in Bulletin MRS-SC-158 as a result of the WPEC Broadbanding and Class Collapsing Study.

The Technical Writer – Senior classification was modified effective April 4, 2004 and announced in Bulletin OSER-0021-MRS-SC to remove the language pertaining to leadworker in that class level as that concept is no longer used.

The classification specification was modified effective April 2, 2006 and announced in Bulletin OSER-0091-MRS-SC to remove the specific divisions listed and to allow for use of the classification in other divisions with special programs in DHFS and DWD.

The classification was modified effective September 14, 2008 and announced in bulletin OSER-0221-MRS/SC as a result of the creation of the Department of Children and Families and the movement of these functions to that department and the renaming and reorganization of DHFS to the Department of Health Services.

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