

## SWAT Student Employee Program : Technical Writing Specialist

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This page last changed on Aug 12, 2010 by en25.

### Position Summary

OIT has an opening for a student with an interest in writing and online publication to develop effective end-user documentation for the Duke Community. We're looking for someone with exceptional writing skills who enjoys the challenge of corralling all sorts of different sources of information into publishable format for the OIT website and other documentation tools. This is a true "unsung hero" position and an opportunity for a student to have a very real impact on helping fellow students get the help they need with technology.

An ideal candidate for this position is someone who is interested in technology and wants to learn more about it, but is really focused on developing and polishing their writing and communication skills for future professional growth. You might be someone who worked on publications in high school or here at Duke and wants to keep doing that work, or maybe you are an engineer or scientist who wants to gain concrete, real world experience in technical writing for your future career.

This position is considered "half-time," which means the student in this position will split time between the technical writing role and another area in OIT (community outreach, training, technology support, or multimedia work - see the application link at the bottom of this description for more details.) Overall your time load will vary between 8-12 hours per week. Scheduling is flexible (though we will want you to work the majority of your hours during the day) and more hours are available if that's what you're looking for.

### Duties & Work Performed

- Take informal documentation (i.e., emails, conversations with staff) and use it to create documentation for the community following established OIT templates and guidelines.
- Update existing out-of-date documentation with current information following established OIT templates and guidelines.
- Attend bi-weekly student employee meetings and other training as assigned.
- Undertake other projects and duties as assigned.

### Experience & Skills

- Excellent verbal and written communication skills as demonstrated by previous work (media clips and/or writing produced for class or a previous job.) Experience with web design is preferred, but not required.
- Previous experience in a teaching, tutoring or customer service role.
- Previous experience with technology troubleshooting is preferred, but not required. We're looking for students with a demonstrated aptitude and interest in learning about technology

### Incentives

- Starting wage is \$10 an hour, with opportunities for increases the longer you stay in the program. Work study is preferred, but not required.
- OIT offers multiple opportunities for paid training and skill development for student employees.

## How to Apply

Applications are submitted online from a link at <http://www.oit.duke.edu/help/swat/join.php>. Students with more questions can contact Erin Nettifee (erin.nettifee@duke.edu)