



## WORKING AS A TECH COM SPECIALIST

An Arkansas native, **Kassey Cline** completed her undergraduate degree in technical writing at the University of Arkansas at Little Rock. She eventually moved to Missouri and began working at the Missouri University of Science and Technology in the media production department. Kassey remained in this role for three and half years and was directly involved in leading technical writing projects such as writing departmental policies and procedures, instructor manuals, and other documentation on campus.

Fully persuaded to take her career a step further, Kassey enrolled in our graduate program in technical communication and pursued the degree part time while working full-time on campus. A few months after graduating with the M.S. in Spring 2019, Kassey moved to Nashville for a new job as a Technical Documentation Specialist at XSOLIS.

“My job position at XSOLIS as a Technical Documentation Specialist is unique,” she said. The company is fairly young, so she was the first technical writer they hired, meaning there was very little documentation at the time and much of it was inconsistent between departments. One of the first tasks she did in the new job was reviewing the company’s current documentation and determining what documentation was needed immediately.

Her main responsibility is to write and continuously update all user guides for XSOLIS products. She works with the development and QA teams to write and distribute release notes whenever products are updated. She also creates shorter documents for internal employees and/or external clients.

One special project she finished recently was a product catalog describing each of XSOLIS’s products in detail to ensure consistency among departments at the company. Currently, Kassey is in the process of trying out CMS and

help authoring tools to find the best fit for the company’s documentation needs.

When asked how the technical communication program prepared her for her current role, Kassey mentioned that she very much enjoyed her time in the technical communication program. She said, “I think each professor focused on different aspects of the profession, making sure we were prepared for anything.” She mentioned that she was grateful for classes such as Technical Editing, Help Authoring, Usability Studies, and History of Tech Communication because she applies concepts and skills from those courses in her current job. Whereas Technical Editing, Help Authoring, and Usability Studies have helped her in her documentation work, History of Technical Communication has enabled her to explain to people where and how the technical communication profession came to be.

Kassey expressly mentioned Dr. Malone for doing all his courses online because that prepared her for the COVID-19 situation in 2020. She said that she has been working from home exclusively for six months, and it has been reminiscent of her days in his class. “I am thankful he challenged his students to learn and work outside of the classroom,” she stated.

Kassey advised current technical communication students to remember the importance of collaboration and multitasking. She said working with other people is vital to her role as a technical documentation specialist. Not only does it make her life easier, but it is important that each department of the company produce the same message.

During her spare time, Kassey likes to listen to Broadway musical soundtracks, watch movies, hang out with her cat, Luna, and record her podcast.