

GENERAL DESCRIPTION OF CLASS

The WORD PROCESSING TECHNICIAN 2 uses word processing hardware/software to perform such word processing duties as transcribing and typing both standardized and nonstandardized text and documents, formatting a full range of text, writing or applying new applications to automate production workloads, and may train staff to use word processing equipment. Positions in this class also perform a combination of duties related to word processing such as proofreading, editing, and maintaining production records, files, indexes, manuals, and equipment.

DISTINGUISHING FEATURES

This is the second level of a three-level series. It is distinguished from the lower level by the need to develop new work formats and applications to meet changing and varied user needs, and by the complexity and variety of text and documents produced. The Word Processing Technician 2 is distinguished from the higher level by the absence of responsibility for the coordination of word processing support functions in the areas of troubleshooting, user education including training and development of training for both Word Processing Technicians and other agency staff, and overall word processing program analysis and design.

DUTIES AND RESPONSIBILITIES

Allocation of positions to this class will depend on the total work performed which may include one or a combination of the duties or tasks listed below.

- 1.Applications Development.** Typical tasks: writes and explains new applications as they are requested by users to automate production workloads using decision processing techniques including "if" tests, loops, subroutines, and testing and debugging procedures following established program specifications; documents and writes procedural instructions for new programs; and finds and solves problems in existing programs; identifies system enhancement which may improve effectiveness or efficiency of document production.
- 2.Transcription and Typing.** Typical tasks: Selects appropriate format for dictation; uses word processing hardware/software to transcribe and type in rough draft or final form lists, forms, charts, legal briefs, memoranda, legislative bills and amendments, statistical tables, correspondence, Administrative Rules, narrative reports, manuals, and/or manuscripts from drafts, voice recording, or source documents, determining correct terminology. Employees in this class use standardized formats, format documents according to existing instructions, and develop new formats to meet changing and varied workloads. The work may include typing documents and texts containing mathematic or scientific symbols and specialized terminology related to an agency or program operation.
- 3.Editing, Proofreading, and Printing.** Typical tasks: edits and proofreads text produced by self or others for general clarity, punctuation, grammar, spelling, capitalization, format, and procedures used in the unit; prints documents after proofreading using proper codes, print wheels, elements, and paper; transmits data to remote computers or telecopiers. Works independently using judgment in interpreting user instructions, discerning content errors, and assuring format conformity.

4.File, Index, Manual, and Equipment Maintenance. Typical tasks: updates, combines, and purges archives, cassettes, tapes, disks, and disk indexes following established archiving programs, guidelines, and procedures; copies documents stored on floppy disks to hard disk files; changes ribbons, paper, printwheels, and elements on word processing equipment.

5.Records Maintenance. Typical tasks: records daily line-count production; tallies daily line-count figures of self or others into weekly, monthly, and annual statistical reports; produces statistical reports by hand or through automated processes.

In addition to the above duties, some employees in this class may perform the following:

6.Staff Training. Typical tasks: provides on-the-job training to others in the use of word processing equipment and functions, dictation equipment, and printers, and provides instruction on agency programs, formats, and procedures; may provide follow-up training for staff; utilizes varied training approaches using established procedures to present material so each trainee learns to use equipment in a productive manner; may assess level of skill and knowledge of trainees to determine amount of instruction needed; updates or assists in the updating of word processing procedures and guidelines; answers procedural questions related to word processing; and may critique work of other transcriptionists as part of quality control.

RELATIONSHIPS WITH OTHERS

Employees in this class have daily in person and telephone contact with authors to clarify work orders or give and receive factual information about the work to be performed, report progress or problems, and clarify terminology. In addition, employees in this class may have daily contact with other users of the word processing equipment to train, answer technical questions, and program new applications at user's request.

SUPERVISION RECEIVED

Employees in this class receive general supervision and work independently in accomplishing work. The quality and quantity of work are reviewed through spot checks of documents' formats, statistical production reports, and comments from users on the quality of work. Project-related work is reviewed by the supervisor or user as needed to determine status of assignments or to resolve unusual problems. Instruction manuals on the uses of equipment software/hardware, established guidelines and procedures, and traditional practices and reference materials such as dictionaries and style manuals are available for reference.

GENERAL INFORMATION

Positions are found in central and remote locations throughout State government (e.g., general government agencies, human or natural resource agencies, correctional, mental health, or higher education institutions, hospitals, etc.). They require the willingness to work within the environment associated with the position's location.

KNOWLEDGE, SKILLS, AND ABILITIES (KSA)

General knowledge of proper grammar, punctuation, spelling and capitalization and sentence structure.

General knowledge of uses and capabilities of word processing equipment.

Skill in formatting, producing, and revising documents including the retrieval of text and data from electronic files such as correspondence, manuscripts (including those with footnotes), speeches, outlines, charts, technical, and statistical reports from complex source information, etc.

Skill in organizing work efficiently and exercising independent judgment in making appropriate decisions concerning word processing projects.

Skill in using dictionaries, handbooks, and other reference material.

Skill in production typing.

Skill in proofreading work accurately, correcting errors in initial preparation stages.

Skill in interpreting and transcribing from voice dictation.

Ability to produce quality work under tight timeframes for completion of projects.

Ability to conduct appropriate training based on assessments.

Ability to work for long periods typing and reading a computer terminal screen and an environment that includes the noise and heat of word processing equipment.

Ability to use headphones for transcription from cassettes tapes.

Ability to follow oral and written instructions.

Some positions in this class may require the following:

Basic knowledge of specialized terminology (i.e. scientific, medical, and legal) related to agency or an agency program.

Basic knowledge of an agency or agency program.

NOTE: The KNOWLEDGE and SKILLS are required for initial consideration. ABILITIES may be required for initial consideration, at any time during the selection process, or during a trial service period as a final stage of the selection process. Some duties performed by positions in this class may require different KSA's. No attempt is made to describe every KSA required for **all** positions in this class. Additional KSA requirements will be explained on the recruiting announcement.

Adopted 1/90

Revised

Examples of work are typical of duties assigned to this class. No attempt is made to describe every duty performed by all positions in this class.