

GENERAL DESCRIPTION OF CLASS

The WORD PROCESSING TECHNICIAN 3 provides specialized or administrative support services in the operation of automated word processing and related equipment. Employees in this class develop word processing programs, procedures, and guidelines and/or train staff to use word processing equipment.

DISTINGUISHING FEATURES

This is the third level of a three-level series. It is distinguished from the lower levels by the focus of work on operations such as identifying, analyzing, and developing word processing programs, procedures, and guidelines to increase speed and efficiency of office operations and/or training or development of training for both Word Processing Technicians and other agency staff in the use of word processing and related equipment, rather than the typing of text and documents on a production basis, or the development of routine programs and glossaries.

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.Program Development and Applications.** Typical tasks: explains and/or develops or directs the development of common-use word processing programs to enable staff to accomplish work efficiently and expeditiously or to enable access and retrieval of computerized information; evaluates existing agency workloads to determine application of word processing functions; confers with users to develop new programs; designs and formulates program specifications; codes, tests, analyzes, and corrects program errors; documents and writes procedural instructions for new programs; finds and solves problems in existing programs; reviews computer applications pertaining to word processing, implementing changes to expedite production of word processing functions. Some positions may utilize programming languages such as BASIC or COBOL to develop programs to aid in word processing production.
- 2.Staff Training.** Typical tasks: trains word processing technicians, office support staff, and other agency staff in the use of word processing and dictation equipment, printers, control units, and setting up and accessing files; develops and utilizes varied training approaches to present material so each trainee learns to use equipment in a productive manner; produces and maintains training procedures; assesses level of skill and knowledge of trainees to determine training needed; updates or assists in the updating of word processing procedures and guidelines; answers procedural questions related to word processing; provides instruction on agency programs, formats, and procedures; conducts orientation for agency staff needing general familiarity with system capabilities; provides follow-up training for user staff.
- 3.Troubleshooting.** Typical tasks: utilizes knowledge of hardware/software and interrelationship of equipment to analyze equipment problems; makes minor repairs or calls repair service; informs repair service personnel of analyses of system problems and peripheral equipment repair needs and follows through to assure proper functioning following repairs; checks and adjusts cable and power connections; monitors system for security purposes; conducts periodic reviews of established word

processing hardware/software usage to develop and implement changes in existing procedures to optimize word processing efficiency.

RELATIONSHIPS WITH OTHERS

Employees in this class are in daily contact with users of the word processing equipment to train, answer technical questions, identify and develop program application at user's request, remedy equipment problems, and with repair staff or technical staff of vendor to resolve equipment problems, and improve operating efficiency.

SUPERVISION RECEIVED

Employees in this class receive general supervision and work independently in accomplishing work. The supervisor reviews the quality and quantity of work through spot checks of completed work such as document formats, programs produced, and 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 and resolve unusual problems. Instruction manuals on the uses of equipment software/hardware and established policies and procedures are available for reference with technical assistance from hardware/software vendors available on an as needed basis.

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 all uses, capabilities, and interrelationships of word processing related hardware and/or software including development of program applications, new program designs, and analysis of program/logic errors.

General knowledge of security systems for computer stored information.

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

Basic knowledge of training techniques used to teach technical subject matter.

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 typing.

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

Ability to maintain harmonious working relationships in a team environment or with individuals on a project basis.

Ability to recognize the need for system/format changes which will increase speed and efficiency of office operations and initiate draft changes.

Ability to assess training needs of staff, develop appropriate training plans based on assessments, and provide technical training to individuals and groups.

Ability to monitor use of systems and equipment against security standards, policies, and procedures.

Ability to analyze system and equipment problems and repair needs.

Ability to analyze a variety of operational information to develop and explain policies, procedures, and guidelines.

Ability to determine user needs and develop new or revise existing systems based on those needs.

Ability to work for occasional long periods reading a computer terminal screen.

Ability to work in an environment that includes the noise and heat of word processing equipment.

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.