

DESCRIPTION: Under general to limited supervision, performs technical work involving word and information/data processing in the use of assigned equipment, associated applications software, the application of information/data files, and the sharing and manipulation of information/data; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This is the fourth full performance classification level of the Word Processing class series. Positions at this level provide varied and complex word processing support that involves integrating word/information processes with other automated systems. Typically, positions serve as the employing agency's liaison and problem solver requiring regular contacts with software, product, and service vendors and/or external end-users, of the system's equipment and applications, OR serve as a lead worker/trainer of agency word processing staff and end-users the system. These positions independently identify, plan, and perform their assignments. A Word Processing Supervisor or similarly classified position provides supervision as needed.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Operates equipment with word and information/data processing capabilities to type and record correspondence, reports, standard forms, manual materials, statistical tables and charts.

Proofreads, corrects, and edits rough draft, final copy, and/or corrected material of all documents keyed by other word processing staff to ensure grammatical, spelling, typographical, capitalization, and punctuation errors are identified and corrected to comply with standardized formats.

Files and retrieves correspondence, reports, and other material within files that are arranged in alphabetical, numerical, chronological, and/or subject matter order to ensure uniform storage and ready access to previously recorded information.

Compiles and stores programs to create and/or modify records, formats, and tables or charts.

Updates, preserves, and manipulates file data to modify existing programs, to establish the framework for new programs, and to maintain a back-up system if necessary.

Suggests format/design of word and information/data processing projects according to the requirements of each end-user; decides on changes to document format/design and spacing as needed.

Serves as liaison/coordinator between end-users and a central information/word and data processing operation to solve problems, to document and correct errors, to develop ideas for new programs and formats, to control workflow, and to ensure a perfect final copy.

Operates auxiliary equipment such as printers, bursters, decollators, data entry stations, and the system console to prepare and provide the full range of documents and services in accordance with the capabilities of the word and information processing operation.

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Schedules and distributes the work assignments of co-workers to facilitate a timely workflow through the word and information/data processing operation.

Trains and answers questions of other processing staff and end-users on the functions of word and information/data processing equipment to improve and maintain operational performance levels.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: English grammar, punctuation, and spelling; the forms and formats used in the word and information/data processing operation; the employing agency organization and programs; filing, coding, and routing procedures; the capabilities and operating features of word and information/data processing and printing equipment; the operating characteristics and capabilities of the word and information/data processing and printing equipment; word and information/data processing terminology and machine coding requirements; employing agency rules, policies, and procedures pertinent to word and information/data processing operations; technical notation and vocabulary, including terminology specific to the employing agency; sentence structuring principles.

Skill in: typing at a net rate of 40 words per minute; entering data at a rate of 5,000 keystrokes per hour.

Ability to: communicate in person, and by telephone, email, and correspondence with co-workers and other agency employees; understand, adapt, and apply technical and administrative policies, guidelines, practices, and recordkeeping systems and databases to current and new situations; apply the capabilities of the word and information/data processing equipment to work assignments; operate a standard typewriting keyboard; perform work under strict due dates; detect and adjust minor deficiencies and malfunctions in the assigned equipment; solve word and information/data problems through integration of equipment capabilities, and applications software requirements; explain the operations and applications of assigned hardware/software to other end-users; identify and correct grammatical errors including spelling, punctuation, and format structure; proofread and correct transcribed material by listening to original recordings.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Experience in using personal computers, word processing, and peripheral equipment and associated software features and applications.

OR

Coursework/training in word processing and peripheral equipment and associated software features and applications, and experience in office/clerical support work involving the use of personal computers.

SPECIAL NOTES:

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).