Class Specifications
for the Class:

DATA PROCESSING USER SUPPORT TECHNICIAN
SR-15; BU:03

Class Distinguishers:

Complexity: Independently plans and conducts training for, and provides technical assistance to departmental personnel in the use of a variety of data processing equipment, systems, and applications; and maintains equipment and supplies.

Full Performance Knowledges and Abilities: *(Knowledges and abilities required for full performance in this class.)*

Knowledge of: Personal computers (PC) and peripheral equipment such as printers, modems, disk drives, etc.; basic networking concepts; basic diagnostic methods and procedures to resolve user problems; on-line application software; various application software such as word processing, electronic mail, spreadsheet, data base, etc; methods and techniques of training for individuals and groups; spelling, punctuation, grammar and proper use of the English language.

Ability to: Plan, coordinate and provide assistance, instructions and training on the proper use of a variety of departmental data processing equipment and user applications; install and maintain personal computer hardware and software applications based on established procedure and practices; provide effective on-site and telephone support services to system users in the diagnosis and resolution of user problems; contact and direct users to the appropriate staff for problems beyond the scope of responsibility/authority (e.g., mini- or mainframe computer problems); evaluate software programs' functionality and effectiveness in meeting user needs; plan, organize and work independently; communicate effectively both orally and in writing with individuals, work tactfully with others; and document data processing problems and resolutions..

Examples of Duties: *(Positions may not be assigned all of the duties listed, nor do the examples necessarily include all the duties that may be assigned. The omission of specific statements does not preclude management from assigning such duties if such duties are a logical assignment for the position. The classification of a position should not be based solely on the examples of duties performed.)*

1. Provides training and assistance to users on system equipment, procedures, and computer application programs. Conducts hands-on training in word

processing and other data processing software applications (e.g., Word, Excel, Powerpoint , etc), including the proper procedures for brining up and shutting down the equipment, keyboard operation, logging on and off the computer, etc. Prepares training outlines/lesson plans, visual aids, exercises and informational material.

Provides training updates whenever new releases are acquired or existing programs are upgraded.

2. Troubleshoots both hardware and software computer problems and problems with various applications, such as word processing, spreadsheets, data bases, electronic mail, etc. Assists users when problems occur. Diagnoses causes for interruptions in processing and takes corrective action as necessary as defined in operating instructions or based on previous experience. May consult manuals or vendors/higher level data processing personnel for assistance. Determines if a service call should be placed or if the problem should be referred to higher level data processing personnel. Documents problems and resolutions for future reference. Participates in the testing of new software releases, identifies problems and recommends solutions.

3. Maintains contact with new users to monitor effectiveness of the training and reinforce the training; responds to questions from departmental users regarding the capabilities of various software applications and assists them in simplifying the creation and maintenance of complex work processing documents by making suggestions as to the operations available within the different software applications to meet specific departmental needs.

4. Assists users by creating models, worksheets, electronic forms, data files, etc., to support specific financial or budgetary operational requirements of the department; performs rudimentary programming tasks, e.g., to generate ad hoc reports.

5. Performs work-site installation and reinstallation of system hardware and software and other PC-supported applications.

6. Schedules and coordinates training center activities, e.g., training classes, video conferences; orders supplies; maintains inventory and coordinates the maintenance and repair of training center equipment; maintains the various servers in the training center; and keeps track of training center expenditures.

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This is an amendment to the class specification for the class, DATA PROCESSING USER SUPPORT TECHNICIAN, to update language, effective April 12, 2013.

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This is the first specification for the new class DATA PROCESSING USER SUPPORT TECHNICIAN (DATA PROCESSING USER SUPP TECH).

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This class is adopted from the State of Hawaii, relative to the transfer of classification and compensation jurisdiction to the Hawaii Health Systems Corporation, effective July 1, 1998, pursuant to Act 262, Session Laws of Hawaii, 1996.

DATE APPROVED: <u>April 12, 2013</u>   _____
                                               PAUL TSUKIYAMA
                                               Director of Human Resources