

Minimum Qualification Specifications
for the Class:DATA PROCESSING USER SUPPORT TECHNICIAN
(DATA PROCESSING USER SUPP TECH)Prerequisite Knowledges and Abilities Required:

Knowledge of: Personal computers and peripheral equipment; basic diagnostic methods and procedures to resolve user problems; various application software such as work processing, spreadsheets, database, etc.; 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 departmental data processing equipment and application programs; and conduct classes to meet particular user needs; install and maintain personal computer hardware and software applications in accordance with established procedures/instructions; provide effective on-site and telephone support services to users in the diagnosis (e.g., user error, system error, network problems, printer problems, etc.) and resolution of user problems; recognize position limitations and refer matters to a data processing systems analyst when situations deviate from established procedures or in instances in which normal or usual methods cannot be used; document data processing problems and resolution procedures; communicate effectively both orally and in writing, with individuals and large and small groups of people; work tactfully with others; evaluate software programs and draw conclusions on their functionality and effectiveness in meeting user needs; learn to use new applications effectively; keep abreast of changes in data processing equipment, procedures and applications.

Basic Education Requirement:

Graduation from high school, with satisfactory completion of courses demonstrating knowledge of English grammar, spelling and punctuation.

Experience which demonstrated knowledge of correct English grammar and usage, the ability to read, comprehend and apply written instructions; and a high degree of verbal skill may be substituted for the required education. This experience may have been met from part-time and/or unpaid work. There must, however, be evident that participation was on a continuous basis but not necessarily on a full-time normal work basis.

Experience Requirements:

General Experience: Two (2) years of work experience which demonstrated the ability to read and understand complex written materials such as rules, procedures, or policies; and to write simply and clearly, the ability to interact directly with people and speak to and provide technical instructions or information.

Specialized Experience: Two (2) years of work experience which demonstrated effective use of personal computers, peripheral equipment (e.g., printers, modems, disk drives, etc.), and a variety of applications (e.g., word processing, electronic mail, spreadsheet, data base management). At least one (1) year resolving hardware and software problems, which included identifying the nature of a variety of problems (i.e., user error, printer error, system/network error) and resolving them based on previous experience, by consulting manuals, consulting with and/or referring problems to vendors or higher level data processing personnel.

Substitutions Allowed:

1. A bachelor's degree in Information and Computer Science from an accredited college or university may be substituted for all of the Specialized Experience.
2. An Associate in Science Degree in Data Processing from an accredited college may be substituted for all of the Specialized Experience.
3. A Certificate of Achievement (30 credits) in Data Processing from an accredited college may be substituted for one (1) year of the Specialized Experience.
4. A Certificate of Completion (12 credits) in Data Processing from an accredited college may be substituted for six (6) months of the Specialized Experience but not for the experience which involved providing assistance and advice to users in resolving hardware and software problems.

Quality of Experience:

Possession of the required number of years of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must have been of such scope and responsibility as to conclusively demonstrate that he/she has the ability to perform the duties of the position for which he/she is being considered.

Selective Certification:

Specialized knowledges, skills and abilities may be required to perform the duties of some positions. In such positions, applicants may be restricted to those who possess the pertinent experience and/or training required to perform the duties of the position.

Departments requesting selective certification must show the connection between the kind of training and/or experience on which they wish to base selective certification and the duties of the position to be filled.

Physical Requirement:

Applicants must be physically able to perform, efficiently and effectively, the essential duties of the position which typically require the ability to read without strain printed material the size of typewritten characters, glasses permitted and the ability to hear the conversational voice, with or without a hearing aid, or the ability to compensate satisfactorily. Disabilities in these or other areas will not automatically result in disqualification. Those applicants who demonstrate that they are capable of performing the essential functions of the position will not be disqualified under this section.

Any condition which would cause applicants to be a hazard to themselves or others is cause for disqualification.

Any disqualification under this section will be made only after a review of all pertinent information including the results of the medical examination, and requires the approval of the Director of Human Resources.

Mental/Emotional Requirements:

All applicants must possess emotional and mental stability appropriate to the job duties and responsibilities and working conditions.

This is an amendment to the minimum qualification specifications for the class, DATA PROCESSING USER SUPPORT TECHNICIAN, to modify the general experience, effective April 12, 2013.

This is the first minimum qualification specifications for the new class, DATA PROCESSING USER SUPPORT TECHNICIAN (DATA PROCESSING USER SUPP TECH).

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: April 12, 2013

PAUL TSUKIYAMA
Director of Human Resources