

INFORMATION PROCESSING TECHNICIAN

This is technical and administrative work independently performing a variety of tasks determining or deciding the expected outcome to complete the specialized processing of information, documents or materials. Work requires an in-depth knowledge and application of the knowledge of the work unit processes, practices and procedures, and laws or regulations that govern the work. Employees are expected to review the available information that may be complex or broad in scope, determine the appropriate action and commit the work unit to that action which has some scope and/or consequence. Tasks and decisions are linked specifically to a work unit's nature and purpose rather than general administrative services. Employees may have supervisory responsibilities.

I. DIFFICULTY OF WORK:

Variety and Scope – Employees perform technical tasks directly related to the processing and/or management of specialized documents, records or requests. Work may include reviewing items for accuracy and completeness, determining and collecting information and fees, determining appropriate actions, managing processing activities, researching issues or requests on a variety of subjects and managing personnel and records such as patient accounts, claims, and statistical, medical or student records. Work usually includes planning and organizing work and maintaining monitoring systems.

Intricacy – Employees review specialized and complex documents, records or requests that may involve sensitive, stressful public contact situations; they make decisions or determine or courses of action on that information. Work requires interpretation, adaptation and explanation of work unit or agency policies and procedures or applicable laws and regulations governing the work. Employees may independently prepare documentation detailing the position or determination involving interpretation of guidelines, laws or regulations governing the work processes.

Subject Matter Complexity – Work requires an in-depth knowledge of work unit processes, policies and procedures, and laws and regulations that govern the work. Work also requires knowledge of internal and external organizations with which activities must interface.

Guidelines – Guidelines include a number of written and unwritten policies, procedures, rules, regulations, precedents and practices that may not apply to specific cases or situations. Employees use judgment and discretion to interpret and apply guides to unusual or novel situations.

II. RESPONSIBILITY:

Nature of Instructions – The supervisor and work processes define the overall objectives and priorities of work. The supervisor consults with employees on special or complex work assignments; however, employees independently plan or coordinate work and process the information, documents or records making necessary decisions and determining appropriate courses of action.

Nature of Review – Although work is performed with considerable independence, it is reviewed periodically to ensure that tasks and determinations are consistent with guidelines governing the work.

Scope of Decisions – Work affects a range of activities, operations, decisions and people internal and external to the work unit. Employees represent the work unit in their interactions with other work units, people who use the data services, program users or recipients and the public.

Consequence of Decisions – Employees review, research and resolve issues or requests on a variety of subjects which affect data users and the work unit. Employees determine the applicability of information and/or compliance with processes and make decisions or determinations on courses of action.

III. INTERPERSONAL COMMUNICATIONS:

Scope of Contacts – Contacts include employees within the work unit, users of data services, related external organizations and the public.

Nature and Purpose – Contacts are to process documents or requests for accuracy or completeness; to gather information from program recipients that may involve sensitive, stressful public contact requiring determination and/or collection of fees and explanation of these to the recipients; and to interpret and explain applicable policies and procedures, regulations and laws. Employees collaborate with peers in researching requests and suggesting methods to resolve issues or requests for information.

IV. OTHER WORK DEMANDS:

Work Conditions – Work is usually performed in an office and does not require physical exertion.

Hazards – There are no hazardous working conditions.

V. RECRUITMENT STANDARDS:

Knowledges, Skills and Abilities – Knowledge of office or work unit policies, procedures, processes and practices; knowledge of laws, rules and regulations governing the work unit; knowledge of and the ability to use correct grammar, vocabulary, spelling, proofreading and office terminology to compose and/or proofread correspondence, reports and materials; considerable knowledge of accounting procedures, mathematics and their application to the work environment; knowledge of effective supervisory and office management practices. Skill in planning, prioritizing, organizing and reviewing processing procedures and office work flow. Ability to record, compile, summarize and analyze data; considerable ability to review and process information to determine a conclusion, action, compliance with applicable laws, rules or regulations or to resolve a complex or special processing matter; considerable ability to analyze work situations and interpret program content in making decisions; ability to explain and interpret policies, regulations and programs; ability to exercise judgment and discretion; ability to negotiate in problem situations; ability to respond to inquiries and utilize a variety of resources in acquiring and disseminating information; ability to train and effectively manage subordinates; ability to communicate effectively both orally and in writing.

Minimum Training and Experience – Graduation from high school and demonstrated possession of knowledges, skills and abilities through at least four years of office assistant/secretarial experience; or completion of a two-year secretarial science or business administration program and two years of experience as described above; or graduation from a four-year college or university, preferably with courses in business administration or a related field with demonstrated skills in the assigned area; or an equivalent combination of training and experience.

Special Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions, but may not be applicable to all positions.