INFORMATION PROCESSING ASSISTANT I

Employees in this class provide data management support for an office.

Under general supervision, employees maintain data integrity through the review of data before data entry and/or through the review of reports generated from the data. Employees use fourth-generation languages such as Focus and dBase to create reports for users within and outside of the immediate office. Work requires knowledge of the file structures to produce reports. Employees typically spend a small percentage of time in the data entry function and in routine office support work. Work at this level is distinguished from the higher level by more responsibility for data integrity and less time spent in actual report writing. Report generation at this level is typically less complex. Employees may have some involvement in systems security, troubleshooting and training of users. Employees typically report to a program administrator or a user liaison/coordinator.

I.   DIFFICULTY OF WORK:

Complexity - Employees process data by reviewing the data for completeness and accuracy, generating routine reports, and reviewing the reports for accuracy. Employees generate ad hoc reports through the use of fourth generation languages such as Focus and Base. Employees may have responsibility for coding the data for data entry and/or entering the data. In addition, employees may have responsibility for systems security such as assigning user ids and password, trouble-shooting hardware and software problems, and training users.

Guidelines - User documentation for hardware and software utilized and systems policy and procedure manuals.

II.   RESPONSIBILITY:

Accountability - Employees are responsible for maintaining the integrity of the database and generating accurate reports from the data.

Consequence of Action - Failure to maintain the integrity of the data can result in inaccurate reports which are used to make decisions.

Review - Routine work is performed independently and is reviewed through the review of completed reports. More difficult work is discussed with superiors while in progress.

III.   INTERPERSONAL COMMUNICATIONS:

Subject Matter - Employees communicate with a variety of individuals concerning the databases maintained.

Purpose - Employees communicate with employees within and outside of the immediate office who are requesting reports. Employees communicate with field personnel or others who provide data for the database to resolve problems with the data. Employees communicate with computing personnel when assistance is needed.

IV.   OTHER WORK DEMANDS:

Nature of Working Condition -The majority of work is conducted in a typical office setting.

Nature and Potential of Personal Hazards - Employees are not typically exposed to hazards.

V.   RECRUITMENT STANDARDS

Knowledges, Skills, and Abilities - General knowledge of the principles of data input, processing and output. General knowledge of the hardware and software utilized. Ability to type for data entry. Ability to communicate effectively. Ability to work under time constraints and other demands. Ability to establish and maintain effective working relationships.

Minimum Training and Experience Requirements - Graduation from high school and two years of office support experience including one year in a data processing environment such as data entry or data control; or an equivalent combination of training and experience. (Specific knowledge of the particular hardware and software utilized may be required.) .

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 in this class, but may not be applicable to all positions.