

Jurisdictional Class: Competitive
EEO Category: Administrative Support
Revised: 08/17/2023

INFORMATION PROCESSING SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility to process information by operating a terminal linked to a network or stand-alone micro-computer, in accordance with programmed instructions by manipulation of a standard alpha-numeric keyboard and related peripheral equipment to record, edit, store, revise and retrieve correspondence, reports, statistics, accounting and a variety of other forms of data. This position does not involve responsibilities in the areas of computer programming or systems analysis. However, an incumbent may modify or merge existing software or other program language in accomplishing information processing functions. Additionally, when not engaged in equipment operation, an incumbent performs a variety of clerical duties. To be classified as an Information Processing Specialist, the position must have responsibility for operating the computer and related equipment approximately 70% or more of the work time. Positions utilizing the equipment less than approximately 70% of the work time, are classified in another appropriate clerical series based on duties and responsibilities performed. The work is performed under general supervision of a higher-level employee. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Operates computer equipment and related peripheral equipment, such as scanners, modems and printers, in compiling and processing data for a variety of records and reports;

Maintains records by computer by manipulating the keyboard to enter new data or modify existing data;

Makes file searches and downloads data by manipulating the keyboard;

Maintains disk directories and other storage media used in information processing operations;

Updates table of contents or index entries, as appropriate, to identify files, records and documents;

Operates computer to record, edit, store, retrieve and revise correspondence, reports, statistical tables, forms and other textual material and documents;

Sets up appropriate controls on computer for margins, line spacing, paragraphing, header and footer information, and other controls as necessary for document amendment or production;

Prints completed documents to draft or letter-quality, as appropriate and forwards to supervisor or administrator for review;

Analyzes equipment, observes indicators on screen and on peripheral equipment, and takes necessary steps to begin proper functioning of the equipment;

Performs routine minor operator preventative maintenance on equipment, as specified by manufacturer, to ensure efficient and effective operation;

Confers with superiors on projects as to procedures, machine time, rate of output and difficulties encountered;

Assists in training new personnel and staff on information processing equipment, as requested;

Uses electronic mail systems of local or wide area network for communication and searches;

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TYPICAL WORK ACTIVITIES (Continued):

Prepares operator training materials and information equipment/software documentation;
Performs a variety of clerical functions related to the position.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the use and operation of computer and related peripheral equipment used in information processing; working knowledge of office terminology and procedures; working knowledge of proper grammatical usage and punctuation; working knowledge of business vocabulary; ability to manually manipulate information processing equipment; ability to determine how to set up appropriate document format, charts and tabular listings; ability to coordinate information from typed or handwritten copy to information processing mode and verify data on a cathode ray tubal visual screen; computer literacy; ability to understand and follow oral and written instructions; ability to perform prolonged fine finger movement on a keyboard.

MINIMUM QUALIFICATIONS: Either:

- (A) Possession of Associate's Degree or sixty (60) credit hours including or supplemented by six (6) semester credit hours in the fields of computer science, computer technology, data processing or a closely related field; **OR**
- (B) Graduation from high school or possession of a high school equivalency diploma **AND** two (2) years of experience in the operation of information processing equipment*; **OR**
- (C) Four (4) years of experience in the operation of information processing equipment*.

***The operation of information processing equipment** is defined to mean the operation of a micro-computer or mainframe terminal utilizing word processing, database management, or spreadsheet software and related peripheral equipment including printer, scanner, or modem.

NOTES:

1. Degree(s) must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If the degree was awarded by an educational institution outside the United States and its territories, the candidate must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. Candidates will be required to pay the evaluation fee.
2. Verifiable part-time experience will be pro-rated toward meeting full-time experience requirements.
3. The following may be substituted for one (1) year of experience: Completed certification (must show proof) in Microsoft Office User Specialist (MOUS) or a certificate from a regionally accredited or New York State registered college or university in Word Processing, Office Practice, Data Processing, or Receptionist-General Office.

Adopted: 01/09/1991

Revised: 05/15/1991, 06/17/1996, 10/21/1996, 02/04/1997, 06/08/2001, 08/17/2023