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Minimum Qualification Specifications  
for the Class:

DATA PROCESSING USER SUPPORT TECHNICIAN  
(DATA PROCESSING USER SUPP TECH)

**Prerequisite Knowledge and Abilities Required:**

Knowledge of: Personal computers and peripheral equipment; basic diagnostic methods and procedures to resolve user problems; various application software such as word 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; prepare outlines, visual aids, exercises and informational materials for group presentations, 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, or equivalent, 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 evidence 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. At least one (1) year must have included experience in preparing outlines, visual aids, and informational material for group presentations and demonstrated the ability to interact directly with people and speak to and provide technical instructions or information to groups of people.

**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 must have involved providing assistance and advice to users in 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 education or a professional diploma in education from an accredited college or university which provided knowledge of and the ability to prepare outlines, visual aids, and informational material for group presentation may be substituted for all of the General Experience.
2. Successful completion of fifteen (15) semester credits from an accredited college or university may be substituted for six (6) months of General Experience, up to a maximum of one (1) year of experience, but not for the experience which involved preparing training outlines/lesson plans, etc.
3. A bachelor's degree in Information and Computer Science from an accredited college or university may be substituted for all of the Specialized Experience.
4. An Associate in Science Degree in Data Processing from an accredited college may be substituted for all of the Specialized Experience.
5. A Certificate of Achievement (30 credits) in Data Processing from an accredited college may be substituted for one (1) year of the Specialized Experience.
6. 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 level of 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 knowledge, skills and abilities may be required to perform the duties of some positions. For such positions, Selective Certification Requirements may be established and certification may be restricted to eligibles who possess the pertinent experience and/or training required to perform the duties of the position.

Agencies 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.

**Tests:**

Applicants may be required to qualify on an appropriate examination.

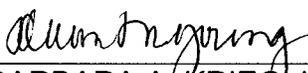
**Physical and Medical Requirements:**

Applicants must be able to perform the essential duties and responsibilities of the position effectively and safely, with or without reasonable accommodation.

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This is an amendment to the minimum qualification specifications for the class DATA PROCESSING USER SUPPORT TECHNICIAN (DATA PROCESSING USER SUPP TECH), which were approved on March 29, 1995.

DATE APPROVED: 1/17/2012

  
for BARBARA A. KRIEG, Interim Director  
Department of Human Resources Development