<u>DATA PROCESSING ASSISTANT</u>

<u>GENERAL STATEMENT OF DUTIES</u>: Provides software/hardware information and performs technical support services for computer users; does related work as required.

<u>DISTINGUISHING FEATURES OF THE CLASS</u>: Under general supervision, an incumbent of this position is responsible for providing assistance to personal computer users in order to ensure maximum production. This objective is achieved by furnishing accurate, current computer information and techniques to users as well as preparing timely needs assessments for the agency. An incumbent may demonstrate, provide assistance or training in using software databases. The incumbent may interact with various software vendors and act as liaison with an Information Technology Department. Supervision is not a responsibility of this class.

<u>EXAMPLES OF WORK</u>: (Illustrative Only)

Provides information on specifications and system compatibility of hardware and software under consideration for purchase;

Informs users as to the most appropriate hardware/software available to meet users' needs;

Performs minor repairs of hardware;

Assists in composing hardware/software bids and purchase orders;

Distributes hardware/software information to users;

Prepares annual needs assessment for agency;

Maintains time log of agency's computer use;

Conducts one-on-one training sessions for computer users, including demonstration of software programs and assists users in learning various software packages and databases;

Initiates new procedures for use of microcomputers;

Receives calls relating to computer questions and refers the questions to the appropriate IT specialist for resolution;

Answers questions related to the agency's computer programs, by phone and in person;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of computers and latest trends in data processing; good knowledge of modern office procedures and terminology; familiarity with current software; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to understand and carry out complex oral and/or written instructions; ability to maintain records and data files; ability to get along well with others; strong interpersonal skills; good communication skills; initiative; good judgment; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of a high school equivalency diploma and either: (a) a Bachelor's Degree* or (b) Associate's Degree* and two years experience in the field of data processing or computers, or use of automated spreadsheet and/or database management programs; or (c) four years experience as stated in (b); or (d) a satisfactory equivalent combination of the foregoing training and experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

SPECIAL   REQUIREMENT   FOR   APPOINTMENT   IN   SCHOOL   DISTRICTS: In accordance with the Safe Schools Against Violence in Education (SAVE) legislation, Chapter 180 of the Laws of 2000, and by the Regulations of the Commissioner of Education, candidates for appointment in school districts must obtain clearance for employment from the State Education Department prior to employment based upon a fingerprint and criminal history background check.

Towns, Villages
Cities of Rye and Peekskill
School Districts
J. C.: Competitive   Job Class Code: 0738
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