

*Code: 1173*

*Title: INFORMATION PROCESSING SUPPORT SPECIALIST*

**SUMMARY:** Performs specialized information processing activities on personal computers and/or related systems. Monitors and participates in information processing activities, provides paraprofessional support of software and hardware, and trains users on automated information systems.

**DUTIES/RESPONSIBILITIES:** (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Provides specialized paraprofessional information processing support for a department or major work unit within a department;

Identifies system malfunctions (e.g., operator error, software or hardware error, etc.) and corrects problems or makes arrangements for problem resolution;

Performs contract liaison activities with computer vendors;

Researches and participates in the selection of computer software, assists in adapting software to production requirements, and assists in installing hardware and software;

Prepares user manuals, glossaries, training materials, etc. for use in information processing activities;

Trains and instructs users in the operation and use of computers and/or related systems;

Transcribes and prepares reports, charts, graphs, and other documents;

Conducts basic research, compiles data, creates/maintains databases, and prepares spreadsheets, computer graphics, and other data presentations;

Monitors information processing activities within the work unit to ensure system efficiency;

Makes recommendations to increase productivity and maximize system capabilities;

May serve as a systems administrator for a department or major division.

#### **KNOWLEDGE & SKILLS:**

Knowledge of:

- operation and applications of software, hardware, and automated information systems appropriate to area of assignment;
- compiling and preparing information;
- office practices and procedures;
- effective training and communication techniques;

Skill in:

- operating and using software applications appropriate to area of assignment, hardware, and automated information systems;
- identifying, analyzing, and resolving information system malfunctions;
- compiling, analyzing, and presenting data;
- training and communicating effectively.

#### **MINIMUM QUALIFICATIONS:**

Three years of experience using an automated information system(s) to compile data, maintain databases, and/or produce documents.

(Relevant education may substitute for two years of the aforementioned experience.)

OTHER REQUIREMENTS:

Licenses and Certificates: Some positions may require a valid Arizona Class D driver's license at the time of appointment or prior to completion of initial/promotional probation.

Special Notice Items: Some positions may require satisfactory completion of a personal background investigation, polygraph examination and/or pre/post-appointment drug-testing by law enforcement agencies due to need for access to law enforcement, corrections, or Courts facilities, property and associated confidential and sensitive information, documents, communication and database systems.

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This classification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.