

**TELEPROCESSING TECHNICIAN, LEAD****Nature of Work**

Under general supervision, provides technical support for a statewide teleprocessing network; assists terminal operators and resolves network malfunctions in person, by telephone or by contacting the appropriate vendor support specialist. Serves as primary contact with users while on job site. Uses a variety of diagnostic/monitoring equipment to detect and identify problems. Works under pressure of time constraints to minimize down-time and maximize user-processing time. Travels throughout the state, working various shifts and irregular hours, to move/install equipment and terminals and to lay/replace cables. This position requires continuing education regarding advances in equipment. Performs related work as required.

**Distinguishing Characteristics**

The Teleprocessing Technician, Lead is distinguished from the Teleprocessing Technician by the acquired project management skills obtained from experience working previous cabling assignments.

The Teleprocessing Technician, Lead supervises the other technicians while on the job site, as well as completing progress reports on new technicians. The employee is familiar with the product and material requirements to complete a cabling assignment, and is capable of giving cost estimates to the user community when required. Works directly with the Network Manager in scheduling and prioritizing the assignments of the other technicians in order to meet any critical time frames for our user community.

**Examples of Work**

Assists with scheduling of network cabling jobs.  
Supervises Teleprocessing Technicians while on job site.  
Completes progress reports on new Teleprocessing Technicians.  
Receives calls via telephone from local and remote teleprocessing stations concerning control unit or printer problems, application problems, error codes, modem or line problems, outages, control unit reloading procedures, and systems or terminals down.  
Records each call and its solution in a daily log; records user's down-time and maintains statistics on systems availability.

**TELEPROCESSING TECHNICIAN, LEAD (CONT'D)****Examples of Work (cont'd)**

Operates diagnostic/monitoring equipment to detect and identify teleprocessing problems and attempts to resolve the difficulty; notifies the appropriate software or hardware specialist or vendor to make corrections when necessary. Performs minor maintenance on teleprocessing equipment. Installs or moves teleprocessing equipment and may assist in familiarizing users with the operation of the teleprocessing equipment, traces, replaces or lays teleprocessing cable. May make inquiries on a terminal when monitoring a system.

**Knowledge, Skills and Abilities**

Knowledge of various network cabling conventions.  
Knowledge of teleprocessing concepts.  
Knowledge of error codes.  
Knowledge of proper resources and procedures available for teleprocessing problem resolution.  
Knowledge of the methods of operation and uses of teleprocessing equipment such as modems, terminals, transmission sets, and data analyzer.  
Knowledge of the diagnostic functions of all communications equipment.  
Knowledge of the principles of electronic repair.  
Skill in testing and termination of fiber optic cable as well as other network cable.  
Skill in the operation of teleprocessing equipment.  
Skill in the resolution of teleprocessing problems with software or hardware specialists, vendors or users.  
Ability to give cost estimates for material/labor prior to job.  
Ability to make decisions for cabling requirements for each job.  
Ability to maintain accurate teleprocessing records and logs.  
Ability to accurately identify and, when possible, promptly correct teleprocessing errors or problems.  
Ability to perform maintenance on teleprocessing equipment.  
Ability to lift up to one hundred pounds when moving or installing teleprocessing equipment.  
Ability to explain the operations of new teleprocessing equipment to users.

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**TELEPROCESSING TECHNICIAN, LEAD (CONT'D)**

**Minimum Qualifications**

**TRAINING:** Education equivalent to graduation from a standard four-year high school.

**EXPERIENCE:** Two years of full-time or equivalent part-time paid teleprocessing technician experience.

**SPECIAL REQUIREMENT:** Must be certified through an accredited training course for network installation of wiring and fiber optic cable by a major wiring manufacturer.

Established: 11/15/01  
Effective: 1/1/02