

TELEPROCESSING TECHNICIAN

Nature of Work

Under general direction, 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 or support specialist. 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.

Examples of Work

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.

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 move 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 teleprocessing concepts.

Knowledge of systems applications.

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 the operation of teleprocessing equipment.

Skill in the resolution of teleprocessing problems with software or hardware specialists, vendors or users.

TELEPROCESSING TECHNICIAN (CONT'D)

Knowledge, Skills and Abilities (cont'd)

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.

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 computer operations experience in a large scale computer installation, six months of which must have been primarily (fifty percent or more) involved in master console operations and six months in teleprocessing operations; or one year of full-time or equivalent part-time paid experience in network installations or basic electronics.

Established: 3/21/96

Effective: 7/16/96