

# MANAGEMENT INFORMATION ASSISTANT

## DEFINITION

Under supervision, to serve as first point of contact for all Dane County data processing end-users; to perform first level problem determination in the problem resolution process; to perform responsible lead work duties related to personnel in the data entry unit; to perform duties relating to data control; particularly in training and processing of data for input to a computer; to operate data entry machines and peripheral equipment; and to do related work as required.

## EXAMPLES OF DUTIES

Answers "help desk" telephone and provides first level problem solving to data processing end-users; responsible for status and feed back regarding problem, and logging all events that pertain until problem is resolved; follows established procedures if first level resolution fails; responsible for defined data control procedures; operates key-disk computer including peripheral equipment, random access devices and telecommunication equipment; trains and assists new and existing personnel in correct methods and procedures used within the unit; assists in reviewing and setting up new work procedures; prepares computer input using defined procedures and making certain it is suitable for processing; creates simple programs or modifies existing programs for proper data entry. May perform regular duties of a data entry operator.

## EMPLOYMENT STANDARDS

Education and Experience: Any combination of training and experience equivalent to two years of full-time data entry experience operating data entry machines, personal computers, dedicated word processors, or main frame systems.

Knowledges and Abilities: Knowledge of system applications, architecture, design and general data processing procedures, and related functions; knowledge of the operation of data entry equipment and peripheral devices; ability to communicate effectively orally and in writing; ability to work effectively with others; ability to diagnose execution failures, and other software-hardware problems; ability to plan, assign, train and direct the work of other operators; ability to maintain data control records.