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Minimum Qualification Specifications for the Class:TELEPROCESSING SYSTEM MONITORExperience Requirement:

Except for the substitutions provided for elsewhere in this specification, applicants must have had the kind and amount of experience described below:

Teleprocessing System Monitoring Experience:

One year of progressively responsible experience which demonstrated the possession of knowledge and abilities listed below and its application in identifying problems in a teleprocessing network and following through on required corrective measures: (a) teleprocessing system equipment characteristics and their normal/abnormal behaviors; (b) types of self-tests for equipment and the implications of results; (c) methods for identifying and resolving teleprocessing equipment and communication line problems; (d) a basic understanding of the various methods for interconnecting teleprocessing equipment to the central processing unit and its implications; and (e) procedures for the normal operation of the different types of teleprocessing equipment commonly used. The experience must also have demonstrated the ability to learn rapidly computer codes and symbols, procedures and requirements regarding data processing operations pertinent to teleprocessing network monitoring, and to work effectively with remote site users to problem-solve and identify and isolate equipment/line problems.

The experience may have been gained as follows: (a) experience as a teleprocessing system monitor assigned to control the teleprocessing network and isolate equipment communications lines problems for a large teleprocessing system through the operation of a supervisory terminal or (b) experience as a data processing systems analyst or computer programmer whose work included design or modification of a teleprocessing system or problem solving relative to the implementation of a teleprocessing system and whose involvement required understanding and applying the characteristics and functions of the equipment used and how they are interconnected or (c) any combination of (a) and (b).

Non-Qualifying Experience:

Experience as a teleprocessing console operator primarily concerned with the input, verification and/or extraction of data who may also have (a) identified and reported a problem with the assigned equipment or (b) have had responsibility to report

and/or identify a problem with other equipment in the immediate office is not qualifying. Experience must have provided knowledge of the overall computer/teleprocessing system functioning and its monitoring and must have included problem solving thereto.

Substitutions Allowed:

Applicants may substitute either education or computer operation experience or a combination of both, as described under paragraphs 1 and 2 below for a total of six months or less of the required teleprocessing system monitoring work experience. All applicants must still possess at least six months of actual work experience as described under the teleprocessing system monitoring experience requirements.

1. Substitution of Education for Experience: Possession of a certificate or associate degree in data processing from an approved business or community college may be substituted for experience on a month-for-month basis up to six months. To be qualifying, the training must have included all of the following: introduction to computer systems, console operations and basic programming.
2. Substitution of Computer Operation Experience for Experience: Experience in the operation of an electronic computer and peripheral equipment which gave the applicant knowledge of the operation and function of an electronic computer and peripheral equipment and the use of a central console to initiate operations and coordinate the functions of a computer system may be substituted on a month-for-month basis for the experience required up to a maximum of six months of experience required.

Quality of Experience:

Possession of the required number of years of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must have been of such scope and level of responsibility as to conclusively demonstrate that applicant has the ability to perform the duties of the position for which applicant is being considered.

Selective Certification:

Specialized knowledge, skills and abilities may be required to perform the duties of some positions. In such positions, certification may be restricted to eligibles who possess the pertinent experience and/or training required to perform the duties of the position.

