UNIVERSITY OF MAINE SYSTEM CLASSIFICATION SPECIFICATIONS
DATA MANAGEMENT TECHNICIAN

<table>
<thead>
<tr>
<th>CAREER LEVEL</th>
<th>DBM RATING</th>
<th>FLSA STATUS</th>
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<tbody>
<tr>
<td>CL1</td>
<td>B21</td>
<td>Non-Exempt</td>
</tr>
<tr>
<td>CL2</td>
<td>B23</td>
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This classification performs varied work involved with the collection and extraction of data for a variety of applications, standard and non-standard reports, systems needs, and user requests. Performs complicated clerical duties.

- For incumbents in Career Level 1 the work is routine in nature with specifically defined tasks, requiring the ability to operate standard data processing equipment and computers. Majority of time is spent on steps related to the same task, or repetition of the same tasks. Incumbents may adapt standard procedures to unusual situations as necessary, but do so under the limitations established at higher levels.

- For incumbents in Career Level 2 the work is primarily routine in nature with specific goals and objectives, but incumbents may be required to adapt standard processes and practices as necessary to complete day-to-day work assignments. Incumbents are generally familiar with the operation of multiple systems, applications and databases.

TYPICAL CLASS RESPONSIBILITIES
(These responsibilities are a representative sample of essential class duties; position assignments may vary.)

1. Provides data processing support which may include data collection, scanning, input, extraction, reporting, and research activities.

2. Meeting with and interacting with the public/clients is often in this environment.

3. Coordinates requests for information from University users and prepares required reports and related correspondence.

4. Edits, submits, trouble shoots, writes, and runs computer queries and/or programs based on user requests. Distributes reports to users throughout the University System.

5. Sets-up and performs minor maintenance on data processing equipment.

6. Assists in creating and maintaining data processing procedures and filing systems.

7. Updates and manages departmental databases and websites.

8. Establishes and maintains data processing and computer code files. Maintains documentation on all data processing programs.

9. Prioritizes and assign work to lower level staff; monitors the performance of lower level staff; and trains staff on work methods and procedures.
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| 10. | Composes, edits, and reviews a variety of standard and/or specialized correspondence, reports, documents, applications, forms, violations, memos, and/or other applicable materials. |
| 11. | Performs other duties of a similar nature and level. |

#### LEVEL OF DECISIONS

Makes decisions regarding how the operations of a process are carried out by selecting among established techniques and practices. Incumbents have a choice as to how and when the operations are carried out, but not as to what operations constitute the process.

Incumbents determine the order of the steps to be performed, and the systems, and programs necessary to complete the steps. Incumbents prioritize daily tasks in accordance with general system needs and organizational timelines.

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<th>DIRECTION RECEIVED</th>
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<tr>
<td>Career Level 1 incumbents perform work assignments following defined steps and procedures. Incumbents may modify the order of standard procedures as necessary to complete more difficult tasks within the limits established at higher levels.</td>
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<tr>
<td>Career Level 2 incumbents perform work under general supervision with general guidance on project priorities; has considerable autonomy when performing standardized work tasks.</td>
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<tr>
<td>Career Level 1 incumbents may assign/delegate work assignments and smaller projects to student workers and/or temporary employees; May encourage teamwork and group efforts; May troubleshoot problems and issues commensurate with relevant experience.</td>
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<tr>
<td>Career Level 2 incumbents may lead/coordinate and/or delegate work assignments and projects to student workers, temporary employees, and/or regular employees; May instruct others in work methods and procedures; May verify the work of others; May motivate individuals and encourage group efforts; May handle the most complex issues requiring substantial knowledge of institutional operations; May anticipate and plan for problems and issues.</td>
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#### TYPICAL CAREER-LEVEL SPECIFIC RESPONSIBILITIES MAY INCLUDE:

Incumbents assigned to Career Level 1 may be responsible for:

- Collecting and disseminating a variety of written and verbal communications requiring knowledge of relevant policies, procedures and rules for assigned area; providing explanations requiring some interpretation of policy to common questions and requests.
- Assisting students with forms and procedural questions relating to e.g., financial aid, registration, etc.
- Establishing and implementing filing systems.
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- Compiling, sorting and summarizing a variety of routine data; Using a variety of programs, prepares simple charts and analyses, including basic summary statistics. Determining distribution requirements of scanned materials and entered data.
- Scanning applications and other documentation into applicable systems; collecting and inputting data.
- Preparing PeopleSoft tables to record and track application data.
- Running defined queries; making basic modifications to queries in accordance with requested information. Recording immunization data from paper and electronic sources.
- Maintaining data processing equipment by performing routine maintenance.
- Handling confidential information (e.g., student evaluations, personal information, etc.)
- Conducting patch testing.
- Receiving, providing and processing a variety of standard financial transactions including billing, cashiering and/or deposits; providing adjustments for simple errors; and ensuring appropriate documentation is provided in accordance with applicable accounting procedures, grant requirements, etc.

Incumbents assigned to Career Level 2 may be responsible for:

In addition to the CL1 level responsibilities:

- Handling verbal and written communications for a broad range of questions, issues and requests in assigned area of responsibility; preparing customized memos and related communications for non-routine issues; identifying needs of various parties to determine appropriate response.
- Training students and staff on the use of standard reporting tools.
- Researching, sorting and summarizing a variety of routine and some non-routine data and information; integrating information from multiple data sources, and applying basic problem solving as needed.
- Writing simple to moderately complex queries using well defined tables; establishing links between common tables and databases; information requests may be routine or non-routine. Establishing and maintaining data processing and computer code files.
- Maintaining physical and electronic filing systems.

TRAINING AND EXPERIENCE

Incumbents in this class typically require an equivalent combination of education and experience sufficient to successfully perform the responsibilities of the job, such as those listed below.

- **Career Level 1:** High school diploma or equivalent (G.E.D.) AND one year of data entry experience.
- **Career Level 2:** Six months of related specialized training beyond high school AND two years data processing experience.

The Education, Training, and Work Experience listed above are intended to serve as a general guideline for recruiting purposes. Additional qualifying experience may substitute for the education required of the assigned position.

LICENSING REQUIREMENTS

Incumbents in this class may require:
- **None**
## KNOWLEDGE REQUIREMENTS

Classification knowledge requirements:
- Customer service principles;
- Applicable hardware, application software, and peripheral equipment;
- Operational methods, procedures, and control associated with operation of a data management systems;
- Filing systems;
- Use, care, and maintenance of equipment associated with data management systems;
- Troubleshooting techniques and procedures;
- Training techniques, if required;
- Programs, practices and systems in assigned area;
- English language, grammar, and punctuation;
- Recordkeeping principles.

## SKILL REQUIREMENTS

Classification skill requirements:
- Providing exemplary customer service;
- Using computers and related software applications;
- Communicating technical information to a non-technical audience;
- Using English, grammar, punctuation, and spelling effectively; Working independently and thinking creatively;
- Exercising sound judgment;
- Organizing, planning work, and managing time effectively;
- Reviewing, analyzing data, and reaching logical conclusions;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

## PHYSICAL REQUIREMENTS

Positions in this class typically require: fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects.

## CLASSIFICATION HISTORY

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<th>Date</th>
<th>Comment</th>
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<tr>
<td>5/2/12</td>
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The above class specifications are intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department as determined by the University.