

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼  
HUMAN RESOURCES ENTERPRISE  
**SERVICES SPECIALIST FOR THE BLIND 1**

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**DEFINITION**

Performs data entry and research for the Department for the Blind in order to establish and maintain a diverse set of records containing technological information to be used by state agencies and institutions as well as the general public; teaches assistive technology; performs related work as required.

**The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.**

**WORK EXAMPLES**

Manages outreach and patron/client programming projects and oversees digital recording programs.

Orders, tracks and processes requests for alternative media textbooks; maintains a filing system of reports, articles, and letters so that previously recorded information may be easily retrieved and modified as the need arises.

Processes and evaluates information for inclusion into a data bank and transcribes pertinent information from original data to a computer on an ongoing basis; serves as a research person in the development, evaluation, and maintenance of a bank of technological information.

Studies technological advances in hardware, software, and peopleware, conducts literature searches, develops bibliographies of current research and application and may conduct surveys of user needs.

Advises staff and technology users of changes, additions, and deletions to the bank of information and informs department staff and users of how to interact with the bank of information.

Establishes and maintains a bulletin board and open forum for technology users, answers inquiries from users or makes referrals to technology specialist as appropriate.

**COMPETENCIES REQUIRED**

Knowledge of clerical office procedures and practices including filing, coding, and routing procedures.

Knowledge of data processing theory related to operational, database, and developmental areas of data processing.

Knowledge of capabilities, limitations, and current developments in the areas of hardware, software, and peopleware in relation to data processing.

Knowledge of the technical aspects of specialized data processing areas in which research is made, including user interface problems, training, education, and database.

Knowledge of the operation of data entry and associated equipment used by the employing agency.

Ability to recognize errors in source documents and correct the errors before or while transcribing the data.

Ability to interpret substantive data in source documents to determine which changes are required in records already in the system.

Ability to accurately perform data transcribing or verifying assignments requiring constant and close attention to detail.

Ability to research, organize, and evaluate a variety of facts; to understand and use the techniques of presenting these facts to assure maximum public information value.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Makes an effort to follow policy and cooperate with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

#### **EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS**

Experience equal to four years of full time post high school general office or specialized technical support work, two years of which included responsibility for: determining budgetary, personnel, and equipment needs of work unit; compiling and evaluating statistical, historical, economic, business, financial, engineering, or related program data; or reviewing/evaluating operating records and reports for use and effectiveness; supervising staff;

OR

an equivalent combination of education and experience, substituting thirty semester hours of accredited post high school education for each year of the required experience to a maximum substitution of four years.

Effective Date:     01/05     JG