



| NSW Department of Education

Keyboard Operator

Keyboard operators ensure valuable information in a company's computer systems and archives is accurate, up-to-date and useful. Depending on where the operator is employed, they could be inputting text or numbers, transcribing speech or generating documents.

What keyboard operators do

Accurate keyboard operators are sought after in a variety of industries. They process information by accurately entering and maintaining data in a computer system, such as data from documents, phone calls or recordings. Information is often sensitive or confidential and used for senior level decision-making, record-keeping or to keep track of customers.

The type of information varies from company to company. In a sales company, keyboard operators enter sales data or personal information about clients. In a research firm, they enter market research survey results.

Keyboard operators use basic word processing and database packages, but can also work with tailor-made software. They may also use specialist programs to translate and transfer ambiguous manuscripts.

Depending on the company, they may have clerical responsibilities, such as answering phones, ensuring stock of office equipment and supplies is maintained, and receiving mail.

Will I get a job?

While there are currently 57,000 keyboard operator jobs in Australia, they are declining, with 2,700 fewer forecast by 2022.

What will I earn?

\$951-\$1150 median full-time weekly salary (before tax, excluding super).

You'll like this job if...

You're a good communicator. You have excellent data entry skills. You're organised. You are discreet with confidential employer information. You can focus for long periods of time. You're good with numbers. You're happy to follow rules. You're computer literate. You can work fast (without mistakes). You're deadline focused. You have good attention to detail.

A day in the life...

Depending on the position, work as a keyboard operator may involve these tasks:

- enter data and any required code to process information
- retrieve, confirm and update data in storage
- keep records of data input
- take verbatim records of proceedings in shorthand using computerised equipment and shorthand-writing machines
- transcribe information recorded in shorthand and on sound recordings
- proofread and correct copy
- read portions of transcripts during trials and other proceedings
- reproduce the spoken word, environmental sounds and song lyrics as captions for television programming for the deaf and hearing impaired
- prepare reports, letters and similar material for publication and electronic transmission
- sort outgoing material
- prepare documents for transmission.

VET qualifications

The following government-subsidised qualifications are available in NSW:

Certificate I in Information, Digital Media and Technology (ICT10115)

- Up to 1 year full-time
- Graduates employed or in further study: 62.5%*

Certificate II in Information, Digital Media and Technology (ICT20115)

- Up to 1 year full-time
- Available as a traineeship
- Graduates employed or in further study: 76.8%*



To find out more regarding these related jobs, visit education.nsw.gov.au/job-guides.

Information sources

Income: Australian Government Department of Employment, Australian Jobs Report 2017, Occupation Matrix. ANZSCO ID: 2211. Earnings can vary greatly depending on the skills and experience of the worker, and the demands of the role. Career trend: Australian Government Department of Employment 2017 employment projections to May 2022. Graduate outcomes: National Centre for Vocational Education Research. *Approximately 6 months after they completed VET.

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Roles to look for

- Data entry operator
- Data processing operator
- Data entry clerk
- Data entry officer
- Machine shorthand reporter
- Word processing operator

Main employing industries

- Financial and insurance services
- Health care and social assistance
- Public administration such as education
- Government
- Sales
- Banking

Other jobs you may like...

- General clerk
- Information officer
- Call or contact centre worker
- Enquiry clerk