

SOCIAL SERVICES COMPUTER TECHNICIAN

DISTINGUISHING FEATURES OF THE CLASS: This is an important technical position involving responsibility for planning, directing, training and coordinating the department's electronic case recording automated case management software systems. The work is performed under the general direction of a higher level administrative employee. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only) Supervises and performs typing, cutting and pasting work of field staff into computer systems; Responds to requests for assistance from computer users and determines the nature of the problem; Acts as a liaison with the New York State Help Desk; Trains clerical staff and field staff on use of agency computer systems; Assists in systems installation, setup activities and performs routine maintenance of computer equipment; Assists in data clean up; Develops and maintains data entry and clerical procedures to comply with State regulations; Develops and manages security profiles for all Casework and supervisory staff in relation to systems; Responsible for trouble shooting and ensuring the equipment is functioning properly; Refers software and hardware problems/deficiencies to supervisor; Compiles and distributes reports from State agencies as required; Assists in establishing and maintaining time frames to ensure compliance with State regulations.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of care, maintenance and minor repair of personal computers and related peripheral equipment; Working knowledge of the operation, capabilities, application, installation and security of computer hardware and software; Working knowledge of computer programming concepts however the ability to program is not a requirement of this position; Working knowledge of office terminology and procedures; Working knowledge of the roles, responsibilities, and documentation requirements of staff and how to maximize the efficiency of these functions within software programs including, but not limited to Connections and Welfare Management Systems (WMS); Ability to describe departmental need and capabilities to State and local agencies that interface with the Department of Social Services; Ability to coordinate planning, design, testing, implementation, and training on the information systems; Ability to participate in long range program planning in regard to the future needs of the County and the service system at large; Ability to communicate effectively both orally and in writing; Tact and courtesy; Sound judgment; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

Graduation from high school or possession of a high school equivalency diploma; and
EITHER

A. Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in computer science, computer technology, computer repair or a closely related field OR;

B. Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in computer science, computer technology, computer repair or a closely related field and two years fulltime paid or equivalent part-time paid experience in the installation and maintenance of computers and related peripheral equipment
OR

C. Four years fulltime paid or equivalent part-time paid experience in the installation and maintenance of computers and related peripheral equipment, OR

D. An equivalent combination of training and experience as defined within the limits of A, B and C above.

NOTE: A valid New York State driver's license is required at time of appointment and maintained during employment.

Adopted 8/31/2020
Competitive class