

## **SENIOR SOCIAL SERVICES SYSTEMS COORDINATOR**

**DISTINGUISHING FEATURES OF THE CLASS:** This is an important technical position involving responsibility for planning, maintaining, directing, training and coordinating the department's electronic case recording automated case management hardware and software system. The work requires frequent interaction with Department computer users for training and problem-solving purposes; The work is performed under the general direction of higher-level administrative employees; Trains and oversees contractual casework assistant staff; Does related work as required.

**TYPICAL WORK ACTIVITIES:** (Illustrative Only) Assists in system installation and performs routine maintenance of computer equipment including cleaning and troubleshooting to ensure that equipment is operating properly; Responds to requests for assistance from computer users and determines the nature of the problem; Collaborates with the Social Services Computer Operations Coordinator to remediate problems involving software and hardware deficiencies, re-image a computer, wipe a mobile device or setup a new device transferring profiles content from one device to another, networking, installing software; May act as liaison with the NYS Help Desk in resolving technical difficulties; Develops forms, templates, brochures, posters and graphs, format petitions and important documents: Assist with the development and maintenance of the Social Service social medial platform; Creates and maintains a variety of computer databases and modifies such databases as needed; 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 system; Assists with training of new staff in use of computer hardware and software; Assists with setting up and monitoring mobile devices in a mobile device management too, often resetting passcodes and enabling new devices; Assists in the preparation and maintenance of documentation including hardware and software inventory, equipment and supply orders, Help Desk logs and training materials; Interprets court orders as they relate to determining what data needs to be entered in the system; Assists in establishing and maintaining time frames to ensure compliance with State regulations.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of online database management and development; Thorough knowledge of the roles, responsibilities and documentation requirements of Social Services staff and how to maximize the efficiency of capturing these functions within Services software programs through the training and direction given to Social Services staff; Good knowledge of data programs for Children and Adult Services, Programs, Support Collection, and Legal Unit; Good ability to assist in the installation of computer hardware and software; Working knowledge of the care, maintenance and minor repair of personal computers and related peripheral equipment; Working knowledge of terminology used in the field of electronic data processing; 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 assist the Social Services Computer Operations Coordinator by providing routine day-to-day support activities related to the use and application of stand-alone and networked computers and peripheral devices; 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:

- A. Graduation from a New York State registered or regionally accredited college or university with a Bachelor's Degree in Computer Science, Computer Technology, Computer Repair or related field, OR;
- B. Graduation from a New York State registered or regionally accredited college or university with an Associate's Degree in Computer Science, Computer Technology, Computer Repair or related field, and (2) two years fulltime paid or equivalent part time experience in the installation and maintenance of computers and related peripheral equipment OR;
- C. (4) four years full time 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 by the limits of A, B and C above.

Approved 12/10/07

Revised 8/4/22