WELFARE MANAGEMENT SYSTEMS COORDINATOR

JOB CODE: 3302
LOCATION: Tioga County Department of Social Services
CLASSIFICATION: Competitive
SALARY: CSEA - Grade IX
ADOPTED: 09/78; Revised 05/16, 07/19 Reso 204-19 reallocation, 01/20; Tioga Co. Personnel & Civil Service

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for implementing and monitoring the operation of systems for centralized management of social service program data through the use of electronic data processing and standardized control procedures. The incumbent works under general direction of the Deputy Commissioner of Social Services and or his/her designee. Leeway allowed for carrying out work assignments.   May assign and direct work tasks performed by clerical staff. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)
- As directed, coordinates the installation and implementation of state programs among local users and state systems staff;
- Assists with the enforcement of security policies and procedures among staff to ensure compliance of state network and application use;
- Creates and maintains user accounts for state application access and state network access;
- Reports computer hardware and software issues with the appropriate department or state agency if issue cannot be resolved locally;
- Assists with the Agency's implementation and use of the County's VOIP phone system and works with county IT staff to resolve issues;
- Assists staff in use of local and state network equipment and provides basic assistance with problems or errors;
- Assists state analysts and technicians in developing methods and procedures to adapt the system to local and state needs;
- Sets guidelines and provides instruction on access and use of systems capability;
- Keeps overall and individual data entry production records and investigates instances of substandard production, ascertaining the cause and recommending corrective changes in procedures, training or assignment of personnel;
- Extract data for report writing in both state and local systems;
- Design and implement local databases for DSS staff;
- Maintains computer and peripheral inventory list for Social Services.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Working knowledge of the principles and practices of administration as applied to social services systems; working knowledge of laws; rules and regulations, policies and practices governing social services operations; working knowledge of accepted design and theory relating to work organization and processing; ability to plan and direct the work of others; ability to describe departmental needs and capabilities to State systems analysts; ability to assist operational staff in detecting and resolving problems in systems operation; ability to prepare written summaries and reports; ability to evaluate systems operations and usefulness; ability to effectively and efficiently resolve various computer hardware and software issues; physical condition commensurate to the demands of the position.

MINIMUM QUALIFICATIONS (Either):

a. An Associate's degree or higher in Computer Information Systems, Computer Science, Computer technology, or a closely related field, **AND** two (2) years of full-time experience or its part-time equivalent in a Social Services environment; **OR**

b. Graduation from high school or possession of a high school equivalency diploma **AND** four (4) years of full-time experience or its part-time equivalent in computer systems maintenance in a Social Services environment; **OR**

c. An equivalent combination of training and experience as defined by the limits of (a) and (b).