SENIOR SOCIAL SERVICES SYSTEMS COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: This is an important technical position involving responsibility for planning, maintaining, directing, training on, and coordinating the use of the department's electronic case recording and 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 profile content from one device to another, networking, and installing software; May act as a liaison with the NYS Help Desk in resolving technical difficulties; Develops forms, templates, brochures, posters, and graphs; Formats petitions and important documents; Assists with the development and maintenance of the Social Services social media 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 device management to, often resetting passcodes and enabling new devices; Assists in the preparation and maintenance of documentation, including hardware and software inventory, equipment, and supply orders; Maintains 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 Social 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 needs, 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 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. Bachelor's Degree in Computer Science, Computer Technology, Computer Repair, or related field, <u>OR</u>;
B. Associate's Degree in Computer Science, Computer Technology, Computer Repair or related field, and two years full-time paid or equivalent part-time experience in the installation and maintenance of computers and related peripheral equipment <u>OR</u>;
C. Four years full-time paid or equivalent part-time paid experience in the installation and maintenance of computers and related peripheral equipment, <u>OR</u>;
D. An equivalent combination of training and experience as defined by the limits of A, B and C above.

NOTE: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at http://www.cs.ny.gov/jobseeker/degrees.cfm. You must pay the required evaluation fee

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