

WELFARE MANAGEMENT SYSTEMS COORDINATOR

JOB CODE: 3302
LOCATION: Tioga County Department of Social Services
CLASSIFICATION: Competitive
SALARY: CSEA - Grade XI
ADOPTED: 09/78; Revised 05/16 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. Coordinators provide liaison between State technical and administrative staff and the local agency. The work is performed under general direction with leeway allowed for planning and implementing systems operations. Supervision may be exercised over clerical, professional or technical personnel. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Coordinates installation and implementation of state programs among local users and state systems staff;
- Interprets and enforces security and policies and procedures to staff to insure compliance for state network and application use;
- Supervises work performed by Systems staff;
- Creates and maintains user accounts for state application access and state network access;
- Troubleshoot computer hardware and software issues and follow up with the appropriate department or state agency if issue cannot be resolved locally;
- Oversee Social Services implementation and use of the county's VOIP phone system and work with county IT staff to resolve issues;
- Oversee staff use of local and state network equipment and provide basic troubleshooting to network equipment to include switches, routers, patch panels and cable modems;
- 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: Good knowledge of the principles and practices of administration as applied to social services systems; good knowledge of laws; rules and regulations, policies and practices governing social services operations; good knowledge of accepted design and theory relating to work organization and processing; ability to plan, direct and supervise 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 paid 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 paid 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).