ASSISTANT SOCIAL SERVICES COMPUTER OPERATIONS COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: This is technical and clerical work involving responsibility for assisting the Social Services Computer Operations Coordinator by providing routine day-to-day support activities related to the use and application of personal computers in a stand-alone and network environment.   Incumbents must gain specialized knowledge of and work with unique State and locally developed applications of personal computers to specific social services programs and functions.   To a lesser extent, incumbents must have knowledge of and work with common market software in general applications such as word processing.   The work is performed under direct supervision.   The incumbent does not normally supervise the work of others.   Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only) Responds to requests for assistance from computer users and determines the nature of the problem, i.e. whether it involves use of incorrect operation procedures or if there is a problem with software/hardware; Advises the user of proper operating procedures to follow; Refers problems involving software and/or hardware deficiencies to the Coordinator; Assists with the instruction/training of new staff in use of computer hardware and software; May act as liaison with the New York State helpdesk in resolving problems; Assists with monitoring software downloads, backup procedures and security features; Assists in systems installation and set up activities; Performs routine maintenance of computer equipment including cleaning and minor service; Assists in the preparation and maintenance of documentation including hardware and software inventory, equipment and supply orders and status, helpdesk logs and training materials; Develops forms and templates for use on PCS and network.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of State and local social services personal computer applications; Working knowledge of the operation, capabilities and application of personal computers and related peripheral equipment; Working knowledge of available software for personal computers; Working knowledge of 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 assist in the installation of computer hardware and software; Ability to perform close detail work involving considerable visual effort and strain; Ability to understand and interpret written regulations and procedures; Ability to express oneself clearly, both orally and in writing; Ability to interact with all levels of staff to resolve problems in a professional and courteous manner; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma, and either:

A.   Three years' experience operating a personal computer and related peripheral equipment; <u>OR</u>

B.   Two years' experience in a clerical, technical, fiscal, eligibility or related position in a New York State county department of social services operating a personal computer and related peripheral equipment; <u>OR</u>

C.   An equivalent combination of experience as listed in (A) and (B) above.

NOTE: Post high school educational training in a regionally accredited or New York State registered college or university in computer science or related field may be substituted on a year to year basis of experience in (A) or (B).

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