

SOCIAL SERVICES COMPUTER OPERATIONS COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: This is important technical and administrative work involving responsibility for planning, supervising and coordinating the data processing functions in the Delaware County Department of Social Services. The work involves primarily the use and application of personal computers including the programming of same. Involvement with mainframe applications is limited to non-programming responsibilities. The incumbent provides liaison between the New York State Department of Social Services and the Delaware County Department of Social Services regarding computer applications for various programs. The incumbent maintains close liaison with the Delaware County Data Processing Department for technical support and to ensure compatibility of software and hardware and to minimize duplication of efforts. The work is performed under general direction. On-going supervision of others is normally not a requirement of this position. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only) Reviews DSS programs, work processes and personal computer applications to develop recommendations concerning modification and/or purchase of hardware and software; Develops applications in multiple software packages such as Work Perfect, Lotus, Quicken, FoxPRO, Microsoft Office, etc. including applications requiring programming; Provides technical assistance to DSS staff engaged in the operations of PCs and peripheral equipment; Performs minor maintenance of PCs and printers and troubleshoots equipment breakdown; Coordinates the installation and implementation of Social Services data control systems established by NYSDSS such as Welfare Management System, OFIS Link, PC Access and Connections/SACWIS, including arranging for installations, assisting staff with applications, terminal security network, administration and general problem solving, participates in NYPWA Systems Coordinator meetings, interpreting NYS regulations and procedures, instructing staff regarding systems changes and use of data control systems; Consults with representatives of the Delaware County Data Processing Department (DPD) for technical supervision and to ensure that all applications planned for DSS are consistent with County standards; Documents all applications using Delaware County DPD standards; Updates DPD on all local and state systems applications; May develop applications for other County agencies under the direction of DPD if time permits; Under the direction of DPD, may train staff of other County agencies in use of PC and related applications if time permits; Oversees DSS hardware and software and peripheral purchases, inventories and installations including preparing Letters of Intent and Letters of Notification for SDSS, monitoring approvals and claim numbers for Accounting, maintaining records of such, securing approval through DPD, ordering equipment and monitoring receipt and installation.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of the operation, capabilities and application of personal computers and related peripheral equipment; Good knowledge of available software for personal computers; Good knowledge of personal computer programming principles, techniques and concepts; Working knowledge of care, maintenance and minor repair of personal computers and related peripheral equipment; Good knowledge of terminology used in the field of electronic data processing; Good knowledge of State and local social services programs and laws, rules, regulations, policies, practices and procedures associated with these

programs; Ability to install computer hardware and software; Ability to translate and adapt a variety of data to programs for use in data processing; Ability to perform close detail work involving considerable visual effort and strain; Ability to understand and interpret written regulations and procedures; Ability to evaluate systems operations and usefulness; Ability to express oneself clearly both orally and in writing; Ability to interact with all levels of staff to gather information, plan applications, train staff and resolve problems in a professional and courteous manner; Ability to prepare written reports and summaries; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- A. Graduation from a regionally accredited or New York State registered college or university with a Bachelors degree in computer science or related field, or a Bachelors degree which includes or is supplemented by 20 credit hours in computer science or related field, or
- B. Graduation from a regionally accredited or New York State registered college or university with an Associates degree in computer science or related field and two years of data processing experience which includes some programming responsibilities, or
- C. An equivalent combination of training and experience as defined within the limits of A and B above.

NOTE: Data entry will not be considered as data processing experience.

Adopted 6/7/96

Revised 4/30/97

Reviewed 9/21/99