Department: <u>Social Services</u>   SPEC DISK CC
Classification: <u>Competitive</u>   DOCUMENT 31
Grade: <u>16 Union</u>

<u>*DSS COMPUTER SYSTEMS COORDINATOR*</u>

<u>DISTINGUISHING FEATURES OF THE CLASS</u>:   The work involves responsibility for preparing and directing all technology related activities, including software installation, computer programming, network development and security, for all DSS information systems (e.g. CSMS, Connections, ASSETS, MyWorkspace, CAPS, Dashboard, EBT, EMEDNY, HCS, HSEN, KinderTrack, Centraport, TheWorkNumber, UIB/DOL, COLD, IAF), ancillary computer systems (VPN, Security, OnSite/IEDR Scanning, OnBase) and numerous DSS-specific software applications.   The work is performed under general supervision with leeway allowed for the exercise of independent judgement.   Supervision may be exercised over lower ranking clerical personnel.   The incumbent does related work as required.

<u>TYPICAL WORK ACTIVITIES</u>: (Illustrative Only)

Updates, secures and maintains computer networks;
Assists IT with trouble-shooting County network problems within DSS;
Participates in seminars and conferences to stay current and up to date with technology changes and
         advancement;
Determines technical standards to make sure DSS has the necessary technology to perform mandated
         services in a timely and cost effective manner;
Proposes ideas to better utilize technology within the DSS environment;
Development and implementation of programs (e .g. integration of accounting and budgeting software)
         with the goal of streamlining the workflow with maximization of resources;
Configuration, operation and administration of network resources;
Function as both technical support specialist and help desk technician;
Acts as liaison between State, County and local DSS;
Responsible for compliance with the state security, including firewalls, anti-virus systems and other
measures to prevent hackers' and other intruders;
Identify user needs and sets up new computer databases;
Supervises, trains, and evaluates the work of lower ranking clerical personnel;
Coordinates maintenance links with the State Welfare System (WMS) and trains staff in its' operation;
Evaluates and recommends acquisition of computer hardware and software to meet agency's needs;
Participates in the planning for and the installation of computers and accessory equipment such as
         terminals and printers;
Configures equipment and complete cable interfaces; referencing wire diagrams and technical
         instructions and using special hand tools and testing equipment to validate proper performance;
Recommends hardware and software for acquisition after considering user needs and agency goals;
Acts as Local Area Network Administrator;
Provides training to new and existing staff regarding the use of computer equipment and software,
              including loading of printer forms and ribbons, loading and storing disk files, record
         retrieval and update;
Operates, monitors and controls computer, network, server and peripherals devices;
Maintains records on machine performance and contacts appropriate technical personnel in the event of

machine or software malfunction;

Performs normal daily maintenance tasks, such as file backups and restoration, and file reorganization as required by the various application procedures;

May assign and control both the individual user and equipment security by the use of "sign on" procedures;

Provides phone support for system users;

Runs diagnostic software programs to insure operational integrity of equipment;

Reports non-repairable equipment to vendor and obtains replacement;

Moves computer equipment to various locations as necessary;

Maintains and supervises use of AFIS and internal DSS security.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Ability to prepare and direct technology related activities, including software installation, computer programming, network development and security; thorough knowledge of modern programming language; thorough knowledge of the functions and operating capacity of computer systems, including peripheral equipment; ability to develop and implement programs to maximize production; ability to design, install, update and maintain LAN hardware, software and peripheral equipment; working knowledge of documentation procedures, testing criteria and security; ability to communicate effectively both orally and in writing; ability to establish and maintain effective working relationships with others; ability to supervise subordinates; ability follow complex oral and written instructions; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

PROMOTION:

Two (2) years of permanent competitive status as an Essex County Senior Computer Specialist.

OPEN COMPETITIVE: Either:

(a)   Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in computer science, information resources management, computer technology or related field and five (5) years of full-time paid experience in the operation and maintenance of computer equipment, which shall have involved programming and systems analysis activities, local area network administration and the installation and maintenance and use of operating word processing, data base management and utility software; or

(b)   Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in computer science, information resources management, computer technology or related field and seven (7) years of experience as described in (a) above; or

(c)   Graduation from high school or possession of a high school equivalency diploma and eight (8) years of experience as described in (a) above; or

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