

WELFARE MANAGEMENT SYSTEMS ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: This is a technical position responsible for assisting the Welfare Management Systems (WMS) Coordinator in the operations of the State automated systems for management of Social Services program data through the use of local and State PC networks and WMS. The incumbent acts as backup in the absence of the WMS Coordinator. Work assignments depend on daily needs of the program and include resolving technical problems, in addition to providing training in the use of programs. The incumbent assists the WMS Coordinator by functioning as a liaison between local DSS, State and local technician and administrative staff. Work is performed under the general direction of the WMS Coordinator with considerable leeway allowed for the exercise of independent judgment. Does related work as required.

TYPICAL WORK ACTIVITIES:

In accordance with the Welfare Management System (WMS), and other State and local applications, scans source documents and transcribes selected data directly into the computer;

Establishes and maintains schedules and sets priorities for efficient and smooth utilization of the data entry and related peripheral equipment for the Systems unit;

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;

Assists with maintaining user accounts providing appropriate functionality and ensuring account security;

Serves as site contact for the delivery and setup of new equipment;

Assists users in establishing user profiles, computer and printer configurations, and other computer-related needs;

Assists staff in the proper and acceptable use of personal computers and peripheral equipment as determined by State and local standards;

Provides training and support for WMS, BICS, and HSEN computer network operational activities, including needs due to programmatic changes, software installation and scheduled download support for the DSS users;

Assists in maintaining computer and peripheral inventory list.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of the computer principles, techniques, procedures and regulations as they apply to the Department of Social Services;

working knowledge of the capabilities and uses of computer hardware and software used by the department; good knowledge of departmental programs and projects;

good knowledge of the operation of an electronic data processing system;

ability to instruct and to train others in the use of computer software and hardware;

ability to work well with others;

ability to understand and follow written and oral instructions and materials;

ability to work independently; initiative, resourcefulness, tact, courtesy, and sound judgment;

ability to communicate effectively, both orally and in writing;

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 an Associate's degree or higher in Computer Information Systems, Computer Science, Computer technology, or a closely related field;
OR
- B. Graduation from high school or possession of an equivalency diploma and two(2) years of experience which involved the electronic maintenance of source documents within a Welfare Management System operating environment;
OR
- C. An equivalent combination of training and experience as defined by the limits of A) and B) above.