

PROGRAM COORDINATOR (HUMAN RESOURCES SYSTEMS)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position, located in the Department of Human Resources, is given wide latitude for the exercise of independent judgment in managing and maintaining the human resources portion of a variety of County-wide system applications. Responsibilities include maintaining and developing all in-house software applications; serving as the department's liaison to the Department of Information Technology and third party vendors to identify and resolve system problems; conveying the department's automated systems needs to Information Technology management; participating in the enhancement and upgrade of system applications and operating systems, and planning and implementing hardware moves. This position also serves as part of the Commissioner's managerial staff responsible for substantively participating in short and long-range strategic planning efforts. While supervision is not a responsibility of this position, guidance and technical assistance may be provided to department staff as needed. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Maintains county-wide Human Resources Information systems, such as the OnBase, Time and Leave, and HR Advantage systems; the Exam System, Continuous Recruitment testing programs, Background Check and Employee ID card systems; the web-based candidate application system, etc.;

Serves as the department's liaison to the Department of Information Technology and third-party vendors in conveying the department's automated systems needs; identifying and resolving system and/or software application problems, and in planning for system enhancements and upgrades;

Participates substantively in the department's short and long-range automated systems planning efforts by providing the Commissioner and executive staff with recommendations on best practices in the field;

Keeps the Commissioner apprised of all plans relating to departmental systems and on-going projects to provide realistic timelines for the implementation of departmental initiatives;

Works closely with third-party vendors and professional staff from the Department of Information Technology on issues affecting in-house departmental applications, as well as on issues affecting county-wide systems, such as OnBase and the HR Advantage systems, affecting a broad spectrum of county transactions;

Researches management information systems relating to human resource administration to assist in developing the most cost effective and efficient use of existing resources, and in planning for the acquisition of new software and hardware;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

Tests and debugs programs to ensure that system enhancements are in synch with existing systems; works with staff to ensure that user needs are met, evaluates system performance, and conveys problems experienced by departmental end-users to Information Technology staff or third party vendors for resolution to ensure the smooth operation of the office with regard to information systems;

Monitors the activities of HR support staff engaged in web site maintenance to ensure all County protocols are adhered to with respect to layout and content; provides technical assistance as needed;

Arranges system security access for new and existing departmental employees;

Assists departmental staff in preparing queries and reports from application systems by determining the required elements of the query/report and then demonstrating the use of specific applications so the user can work independently;

Oversees the department's web-site, ensuring that staff engaged in updating the website's content it is adhering to County protocol;

Works with departmental managers and staff to evaluate the issues experienced with system applications in order to further assist the Department of Information Technology and third party vendors in the customization and enhancement of same;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, email and database software in performing work assignments;

May perform other incidental tasks, as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the principles of automated systems as they relate to human resources administration; thorough knowledge of the operation and uses of personal computer equipment, operating systems, their capabilities and their limitations; thorough knowledge of the terminology used in data communication and associated electronic systems; ability to identify, evaluate and convey (both orally and in writing) functional requirements for application software in order to achieve departmental goals and objectives; ability to gather and analyze data and draw conclusions; ability to establish and maintain effective working relationships; ability to plan and coordinate work of subordinates; ability to read comprehend, and interpret technically complex literature regarding changing technologies, specific techniques and equipment; ability to establish and maintain effective working relationships with third-party vendors and contract personnel; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential duties of the position; thoroughness and attention to detail; resourcefulness; initiative; imagination; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school or equivalency diploma and either: (a) a Bachelor's Degree* in Computer Science, Information Technology, or a closely related field and four years of experience where the primary function of the position was the support and configuration of web-based office software and business application software; or (b) a Bachelor's Degree* and five years of experience as defined in (a).

NOTE #1: Experience on a home personal computer may not be used as a substitute for the aforementioned experience.

NOTE #2: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.