PROGRAM SPECIALIST (DATA PROCESSING SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position acts as a support specialist over departmental data and batch processing operations which frequently require interface with the New York State Welfare Management (WMS); the Benefits Issuance Control System (BICS), as well as other database and client management systems in the department of Social Services. While this is not a technical information systems position, familiarity with the variety of automated and database management systems used in the department is required as the incumbent works with system vendors and managers throughout the department to ensure that the appropriate data elements are effectively integrated into reports, and that generated reports are in accordance with mandated reporting guidelines. Work also involves the creation and maintenance of a number of other departmental reports used as monitoring and quality control tools. Liaison is maintained with professionals in the Department of Information Technology for technical assistance, when needed, and in developing system requirements with third party vendors. Supervision may be exercised over a small number of subordinates. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Oversees the production of checks and associated reports generated via various automated systems used by the County, such as the New York State Welfare Management and Benefits Issuance and Control Systems;

Works with divisional managers to ensure that required and mandated reporting elements are integrated to ensure compliance with departmental reporting requirements;

Supervises subordinate staff in the production of reports by delegating, coordinating and evaluating production jobs;

Establishes priorities and coordinates work activities by scheduling workflow to meet deadlines;

Maintains controls and statistical reports including production logs and production calendars;

Processes requests for special reports from departmental staff and management by coordinating retrieval of information from New York State and County automated systems;

Evaluates the significance of each request for data processing services in view of the department's established policies and priorities for such services;

Acts as liaison between department and both the County's and New York State's Department of Information Technology to troubleshoot production/systems problems;

Identifies and resolves production and data processing equipment problems, referring more complex issues to the Department of Information Technology or the New York State contractor or vendor, as appropriate;

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

Reviews user manuals and, as modifications to systems occur, may prepare revisions to those manuals;

Maintains inventory and requisitions supplies for printing of checks, forms, and other items necessary for the efficient operation of the unit;

Operates forms processing equipment such as carbon de-collator and check sealer;

Evaluates ongoing automated systems services and recommends changes in methods, procedures and organization to increase efficiency in unit operations and insure their effectiveness;

Consults with department staff regarding all aspects of electronic data processing services;

Advises, recommends to and instructs other professional staff in the capabilities and proper use of electronic data processing resources;

Evaluates the projected costs of requests for electronic data processing services;

Assists in preparing the department's annual budget for electronic data processing services;

Other assignments may include supervision of the Rent/Security unit staff, who are responsible for tracking and recoupment of security deposits paid by the County on behalf of tenants;

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

May perform other incidental tasks, as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the organizational structure, functions, operations, objectives and goals of the agency and its programs; good knowledge of the automated and manual administration of policies and procedures and the application of the systems approach to improving informational requirements; good knowledge of all aspects of computers and data processing including technical (equipment, programs, systems, functional capabilities) and administrative work flow, control, scheduling, systems development process) aspects; ability to gather and analyze data and draw conclusions; ability to establish and maintain effective relationships with program officials, electronic data processing technical staff and management; ability to prepare detailed written reports and procedures; ability to support recommendations both orally and in writing with individual program managers and other affected personnel; ability to define program needs to computer systems analysts and computer programmers and to evaluate whether their design satisfies program objectives; ability to supervise the

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: (Cont'd.)
work of others; ability to use computer applications such as spreadsheets, word processing, calendar, email and database software; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; thoroughness; resourcefulness; initiative; imagination; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A high school or equivalency diploma and six years of experience performing technical duties in the operation of quality control, or batch processing of computer jobs on an automated system, including one year in which the primary function of the position involved developing procedures and work flow for processes using automated systems.

SUBSTITUTIONS: Satisfactory completion of 30 credits* may be substituted on a year for year basis for up to four years of the above stated general experience. There is no substitution for the one year of specialized experience.

NOTE: 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.