

PROGRAM SPECIALIST (DSS SYSTEMS)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class assists in the coordination of various projects related to the development and integration of computer system needs in the Department of Social Services. Although this is not a technical IT position, the incumbent should be familiar with the different computer systems used in the department and the broad potential of electronic data processing systems in order to apply this understanding to assist in the review and implementation of department procedures and methodologies. An Incumbent will have extensive contacts with Department of Social Services employees to ensure effective systems operation and resolve individual problems. May supervise clerical support personnel. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Assists in conducting studies of computer application needs for the Department of Social Services;

Assists in developing proposals for new computer applications as they relate to changing Social Services initiatives;

Assists in developing and implementing plans for new computer applications;

Acts as liaison with Department of Information Technology related to technical support for system issues, including performance testing of system functionally for applications in construction phase;

Troubleshoots departmental systems problems and needs as they relate to DSS programs;

Works with appropriate staff from DSS and 3rd party contract vendors to resolve issues;

Monitors and maintains DSS computer inventory lists;

Monitors and maintains terminal security of both State and Local computer systems.

Assists in training to staff in new computer applications specific to DSS programs;

Updates training manuals when necessary;

Conducts problem solving reviews and investigates complaints in an assigned program area;

Prepares periodic reports of program activities and status;

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.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of program planning and evaluation; good knowledge of federal and state laws, rules and regulations relating to applicable social services programs; good knowledge of electronic data processing and the systems; good knowledge of the department's organization, policies, procedures and objectives; knowledge of the New York State Department of Social Services computer systems in order to plan for the impact that changes may have on the operation of the department; knowledge of the principles and techniques of administration; ability to identify problems and propose solutions; ability to analyze data and draw conclusions; ability to prepare detailed factual and coherent reports; ability to research laws, rules, regulations and procedures governing applicable services programs; ability to support recommendations both orally and in writing; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; resourcefulness; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A high school or equivalency diploma and four years social casework and/or eligibility determination experience in a public social service agency and/or a public social services contract agency, one year of which must have involved the development and analysis of social services automated systems.

SUBSTITUTIONS: Satisfactory completion of 30 credits* towards a Bachelor's Degree* may be substituted on a year for year basis for up to four years of the required 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 accredited or recognized by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.