

COMPUTER OPERATIONS SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This is highly specialized technical work with responsibility for the overall operation of various State-developed computer systems for the Department of Social Services. Responsibilities include LAN/WAN administration, security access control, database management, and hardware and software maintenance. Work is performed under general supervision of the Coordinator of Information Technology and Staff Development or other high-level administrator. Supervision may be exercised over Data Entry Operators or other technical personnel. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Assists Coordinator of Information Technology and Staff Development with LAN/WAN administrator duties for Department of Social Services information systems, including but not limited to: New York State Welfare Management System (WMS), Child Support Management System (CSMS), Connections, Legacy, ASSETS, ASAP, WTCMS, Attachmate, Centraport, I/EDR, TREAT (along with the BICS Coordinator), Reflections for the Web (RWEB), and successor applications;

Coordinates calls to the NYS Enterprise Customer Care Center;

Maintains and installs software and upgrades applications;

Troubleshoots and resolves software and hardware issues;

Performs data entry as needed;

Performs automated finger imaging on Automated Finger Imaging System (AFIS);

Develops and writes queries for report production utilizing Welfare Reporting and Tracking System (WRTS), Sidney On SQL (SOS), Cognos, and/or successor database applications

Resolves a variety of reports;

Attends State provided training and regional meetings, including but not limited to Key User, HSEN Integration, Data Warehouse, COGNOS, AFIS and PC User group;

Authorizes security functions for access to mainframe applications;

Responsible for security integrity of WMS and related systems;

Prepares reports as required;

Assists Coordinator of Information Technology and Staff Development in planning for the system needs of the department;

Works with the County IT Department, as needed, regarding the following activities: troubleshooting computer hardware and software problems; installing new computers, hardware and peripherals, including network cable; maintaining inventory of all department hardware and consumables;

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May be required to train individuals in specific areas of responsibility;
Performs a variety of related activities as required and as systems change.

Typical Work Activities are intended only as illustrations of possible types of work that might be appropriately assigned to an incumbent of this title. Work activities that do not appear above are not excluded as appropriate work assignments, as long as they can be reasonably understood to be within the logical limits of the job.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of the principles and practices of LAN and WAN administration and computer networking; good knowledge of the principles and practices of computer systems (hardware/software) troubleshooting; good technical skills to repair and maintain computer network systems; ability to analyze and solve problems; ability to supervise; ability to effectively communicate both verbally and in writing; ability to establish and maintain effective working relationships with others; ability to carry out complex oral and written instructions; initiative; resourcefulness.

MINIMUM QUALIFICATIONS: Either

- a) Bachelor's Degree in Computer Science, Management Information Systems, Information Technology or closely related field; or
- b) Bachelor's Degree including or supplemented by thirty (30) credit hours in Management Information Systems, Computer Science, Information Technology or a closely related field and two (2) years experience working with computer systems; or
- c) Associate's Degree in Computer Science or similar field and three (3) years experience working with computer systems; or
- d) An equivalent combination of training and experience as defined by the limits of a), b) and c).

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

SUBSTITUTION NOTE: With a bachelor's degree, successful completion of an additional three (3) credit hour course beyond the thirty (30) credit hour requirement in management information systems, computer science, information technology or a closely related field may be substituted for three (3) months of experience.

SPECIAL REQUIREMENT:

Access to transportation may be required to complete possible field work assignments in a timely and efficient manner.