

SENIOR DATA ENTRY OPERATOR

DISTINGUISHING FEATURES OF THE CLASS: An incumbent in this position is responsible for ensuring the smooth and efficient operation of the New York State Welfare Management System (WMS) and various subsystems for the Putnam County Department of Social Services. Incumbent serves as the liaison between the New York State WMS staff and the County, and works with the State to resolve system problems, equipment and/or operational problems. Data entry is also an important responsibility of this position. Work is performed under general supervision of the Computer Operations Specialist or WMS Coordinator. Supervision may be exercised over the work of data entry operator(s) or other subordinate staff engaged in data entry activities and functions. Performs related work as required.

TYPICAL WORK ACTIVITIES (Illustrative only)

Schedules and manages the workflow of WMS and its various subsystems, including application registration and undercare maintenance;

Operates a state of the art personal computer and any related equipment to enter data relative to WMS or its subsystems;

Performs tape backup, data storage of servers and processors, in accordance with the schedule prescribed by the State;

Controls data input and output by handling problems, locating errors and providing for correction;

Records specific information on worksheets in order to indicate completion of work or incomplete source document that failed the system;

Operates AFIS personal computer by capturing digitalized photo and finger image of all applicants;

Serves as Putnam County DSS resource person for WMS operation and functions as a liaison between the Putnam County DSS and State WMS staff;

Provides technical assistance in terminal operation, limits of assigned access and coding of forms to all department staff;

Provides general overview of WMS operation to new staff;

Reviews and interprets written material to determine operational and system changes and explains changes to staff;

Updates and maintains system manuals;

Performs routine troubleshooting procedures when hardware malfunctions, contacting State officials for technical support when needed;

Performs routine maintenance of printers;

Reboots processors after system failures;

SENIOR DATA ENTRY OPERATOR (cont'd)

Receives system-generated reports and messages and distributes to appropriate department personnel, as required;
Reports on uses, problems, and potential of WMS to Computer Operations Supervisor or the WMS Coordinator;
Maintains proper inventory of WMS forms;
May supervise data entry operator(s) or other subordinate staff engaged in data entry activities and functions;
Performs a variety of related activities as required.

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 theory and practices of data entry machine operation; good knowledge of departmental procedures, forms, rules, policies and terminology; ability to plan, assign and supervise the work of others; ability to type and/or enter data at an acceptable rate of speed and accuracy; ability to follow oral and written instructions; initiative, resourcefulness.

MINIMUM QUALIFICATIONS: Either

- a) Associate's degree and two (2) years experience operating an alpha/numeric keyboard in the use of a mainframe-, mini-, or personal-computer based application; or
- b) Graduation from high school or possession of a comparable diploma and four (4) years experience as described in (a) above; or
- c) An equivalent combination of training and experience as described in a) and b) above.

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.