WELFARE MANAGEMENT SYSTEMS ASSISTANT

JOB CODE: 5308
LOCATION: Tioga County Department of Social Services
CLASSIFICATION: Competitive
SALARY: CSEA - Grade VI
ADOPTED: 08/06 Tioga Co. Personnel & Civil Service, Reso. 203-06; Revised 08/12; 04/14, 05/16

DISTINGUISHING FEATURES OF THE CLASS: This is a technical position responsible for assisting the Welfare Management Systems (WMS) Coordinator in the operations of the State automated systems for management of Social Services program data through the use of local and State PC networks and WMS. The incumbent acts as backup in the absence of the WMS Coordinator. Work assignments depend on daily needs of the program and include resolving technical problems, in addition to providing training in the use of programs. The incumbent assists the WMS Coordinator by functioning as a liaison between local DSS, State and local technician and administrative staff. Supervision is exercised over subordinate Systems unit staff in the use of programs and daily work assignments. Work is performed under the general direction of the WMS Coordinator with considerable leeway allowed for the exercise of independent judgment. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)
- In accordance with the Welfare Management System (WMS), and other State and local applications, scans source documents and transcribes selected data directly into the computer;
- Supervises and works with staff transcribing data from source documents for machine operation by computer;
- Trains new Systems unit staff and assigns and reviews work of Sr. Data Entry Machine Operator and Database Clerk for accuracy and completeness;
- Oversees the efficient flow of work and quality of finished data entry machine transcribed products to insure efficiency of the operation;
- Establishes and maintains schedules and sets priorities for efficient and smooth utilization of the data entry and related peripheral equipment for the Systems unit;
- Evaluates operator performance regarding additional training needs and relays information to the appropriate supervisor;
- Keeps overall and individual data entry production records and investigates instances of substandard production, ascertaining the cause and recommending corrective changes in procedures, training or assignment of personnel;
- Assists with maintaining user accounts providing appropriate functionality and ensuring account security;
- Serves as a backup site contact for the delivery and setup of new equipment;
- Assists users in establishing user profiles, computer and printer configurations, and other computer-related needs;
- Assists staff in the proper and acceptable use of personal computers and peripheral equipment as determined by State and local standards;
- Provides training and support for WMS, BICS, and HSEN computer network operational activities, including needs due to programmatic changes, software installation and scheduled download support for the DSS users;
- Serve as a liaison between local DSS, NYS Technician Staff, and administrative staff;
- Assists in maintaining computer and peripheral inventory list for Social Services.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Working knowledge of the computer principles, techniques, procedures and regulations as they apply to the Department of Social Services; working knowledge of the capabilities and uses of computer hardware and software used by the department; good knowledge of departmental programs and projects; ability to plan and supervise the work of others; ability to instruct and to train others in the use of computer software and hardware; ability to work well with others; ability to understand and follow written and oral instructions and materials; ability to work independently;

initiative, resourcefulness, tact, courtesy, and sound judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

a. An Associate's degree or higher in Computer Information Systems, Computer Science, Computer technology, or a closely related field; *OR*

b. Graduation from high school or possession of an equivalency diploma and two (2) years of full-time work experience, or its part-time equivalence, which involved the electronic maintenance of source documents within a Welfare Management System operating environment.