

INFORMATION SYSTEMS ADMINISTRATOR (Social Services)

DISTINGUISHING FEATURES OF THE CLASS: This is responsible technical work involved with implementing and monitoring the operation of a computer system for centralized management of Social Service program data through the use of electronic data processing equipment. The work is performed under general supervision with wide leeway allowed for the use of independent judgement in carrying out the details of the work. An Information Systems Administrator does related work as required.

TYPICAL WORK ACTIVITIES:

- Evaluates, installs and maintains computer program applications received from the New York State Department of Social Services;
- Serves as a department resource for the networking, configuration, design, maintenance, and repair of micro-computers;
- Conducts orientation and training sessions in the application and utilization of an automated information system;
- Controls the security of terminal access;
- Resolves problems involving local and New York State Department of Social Services information interfacing and case management procedures;
- Confers with other county, municipal and state personnel involved with systems analysis and programming in order to integrate and coordinate systems;
- Prepares detailed program instructions, reports and manuals for computer operators and users;
- Monitors system reports for accuracy and appropriateness;
- Recommends hardware and software to meet needs taking into account such factors as compatibility and cost;
- Installs personal computer hardware and software on site;
- Keeps abreast of trends in computer technology;
- Makes minor repairs to equipment as required.

FULL PERFORMANCE KNOWLEDGES, SKILLS ABILITIES, AND PERSONAL

CHARACTERISTICS: Good knowledge of electronic computer programming principles, techniques and concepts; good knowledge of the application of electronic data processing equipment to accounting, statistical and informational problems in a governmental setting; good knowledge of available electronic computer and related peripheral data processing equipment, and the equipment's capabilities and suitability for applications within the Department of Social Services; good knowledge of methods analysis; skill in programming; ability to readily acquire a familiarity with a variety of laws, regulations and policies related to Social Services programs; ability to recognize the cost-benefit relationship of proposed EDP solutions within the context of the total organization; ability to communicate ideas clearly both orally and in writing; tact and diplomacy in investigating requirements for machine conversion of manual procedures; accuracy; resourcefulness; sound judgement; physical condition sufficient to perform the essential functions of the position.

MINIMUM QUALIFICATIONS: Four years of full time paid experience or its part time equivalent in computer programming for business and accounting applications.*

* Successful completion of at least fifteen (15) semester credit hours in electronic data processing at a regionally accredited or NYS registered college or university or successful completion of a certified course in computer programming offered by a NYS approved business school or training institute may be substituted for no more than one year of the required experience.

CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION

Adopted: 11/16/95

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