WELFARE MANAGEMENT SYSTEM PROGRAM ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS:

This is a technical position responsible for assisting the Microcomputer Systems Administrator in assuring the smooth function of various Social Services' electronic data management systems. Work assignments depend on daily needs of the program and include a trouble-shooting component in addition to normal assignments such as providing training in the use of the systems. Work is performed under general supervision with some leeway allowed in the ordering of work assignments. Supervision is not normally a function of this position.

TYPICAL WORK ACTIVITIES:

The following is indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1.   Assists in the coordination of the operation and enhancement of the Welfare Management System (WMS) or any similar state programs at the Department of Social Services;
2.   Assists in the resolution of problems with systems and systems operations;
3.   Participates in the development of staff training needs;
4.   Trains department personnel in the use of the system;
5.   Contacts New York State Agencies including, Information Technology Services, Office of Temporary Disability Assistance, Office of Children and Family Services, or Department of Health on problems that can be solved only on the state level, and for classification of questions;
6.   Participates in the formulation of local user procedures;

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of operation, application and interaction of the Welfare Management System (WMS) and/or other programs related to the Department of Community and Family Services; working knowledge of the potential uses and general limitations of electronic data processing systems; ability to interpret laws, rules, regulations and policies; ability to prepare written reports; ability to understand and carry out moderately complex oral and written instructions; personal characteristics necessary to perform the duties of the position; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

EITHER: (A)   Bachelor's degree and one (1) year of full-time paid work experience in a social welfare agency which involved the extensive use of automated data processing systems in the provision of financial social welfare programs or investigating, or substantially similar work;

OR: (B)   Completion of sixty (60) college credits and three (3) years of the work experience described in (A) above;

OR: (C)   Graduation from high school or possession of an equivalency diploma and five (5) years of the work experience described in (A) above.

PROMOTION QUALIFICATIONS:

One (1) year of permanent competitive class status in the Dutchess County Department of Social Services as a Social Welfare Specialist or two (2) years of permanent competitive class status as a Social Welfare Worker II or one (1) year of permanent competitive class status as a Social Welfare Worker II plus one (1) year of status as a Case Manager I.

NOTE: Your degree or college credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.