DISTINGUISHING FEATURES OF THE CLASS:

This is a technical position primarily responsible for providing application software support. The incumbent will work with the existing software and assist staff with new software or software updates necessary for the collection, preparation and distribution of a variety of information necessary to comply with the Criminal Justice Reform discovery process for all legal cases. The incumbent will also work closely with OCIS to provide in-house technological support. Programing is not part of the work for this position. Work is performed under the general supervision of a higher level employee. Supervision may be exercised over Program Assistants.

TYPICAL WORK ACTIVITES:

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. Manages digital discovery for the Criminal Unit;
2. Compiles case management system data to report to New York State Indigent Legal Services;
3. Performs installation, customization and configuration of application software to learn and continually integrate program needs;
4. Performs data compilation and ongoing quality assurance checks; stays abreast with procedural changes to accurately collect and report data;
5. Creates, stores and copies all electronic documents and files;
6. Works with OCIS to obtain and use county-approved devices and to implement paperless functionality;
7. Develops and implements group trainings on necessary applications and trains users on programs needed to run the system;
8. Provides assistance to attorneys' usage of the New York Unified Court System's Criminal Inquiry System;
9. In conjunction with OCIS, reports on and responds to office needs for in-person trouble shooting regarding software, hardware, cybersecurity, and data collection;
10. Serve as liaison between the Department and OCIS, County and state government entities to preserve network safety and compliance.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:

Good knowledge of computer hardware, software and general concepts and capabilities; good knowledge of potential uses and general limitations of personal computers and other electronic equipment; good knowledge of personal computers and other electronic equipment operations; ability to learn comparable applications for other electronic equipment; knowledge of mainstream computer software sufficient to understand and work with current; ability to research the various hardware and software products available in the field and to determine their applicability to agency needs; ability to quickly learn and evaluate new software and related hardware or peripherals; ability to understand complex oral and written material; ability to develop and conduct training programs; ability to work with various users in understanding their needs and providing appropriate solutions; ability to communicate effectively, both orally and in writing, with both technical and non-technical staff;

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 in Human Services and one (1) year of work experience involving computer application and/or software support in a legal setting;

OR: (B)   Associate's degree in Human Services or a related field and three (3) years of work experience involving computer application and/or software support in a legal setting;

OR: (C)   An equivalent combination of education, training, and experience between the limits of (A) and (B) above.

NOTE: Your degree or college credit 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.

COUNTY USE ONLY:

BARGANING UNIT: CSEA	JURISDICTIONAL CLASSIFICATION: Competitive
GRADE: 14	FLSA Code: OT Eligible
REVISION HISTORY:	