

DRAFT

## **SYSTEMS COORDINATOR**

**DISTINGUISHING FEATURES OF THE CLASS:** This is professional and technical work involving responsibility for the planning and management of all program data systems within a local Social Services Agency. These duties involve the analysis and modification of micro-computer software to meet the various operational needs of the department, as well as oversight of selection and maintenance of computer equipment. The Coordinator will act as a liaison between State Social Services representatives and the local agency in matters of Social Services Systems implementation. Supervision is exercised over the work of a Micro-Computer Specialist and clerical staff.

### **TYPICAL WORK ACTIVITIES:**

- Plans and designs new application systems to adapt business or statistical operations to micro-computer processing;
- Confers with administrative staff to ascertain the nature of projects, the form of source information and form of results required;
- Develops application software from purchased packages and prepares appropriate data bases for users;
- Manages the installation, operation and maintenance of the Local Area Network, ensuring system security;
- Provides direct supervision to the Micro-Computer Specialist and other subordinate staff assigned to system operations;
- Provides technical assistance by responding to user problems and questions regarding system hardware and software;
- Determines on-going system related training requirements and delivers such training as needed;
- Keeps abreast of State requirements and technological advances concerning new systems and ongoing system support;
- Periodically evaluates equipment requirements and analyzes capability in relation to department needs;
- Reports regularly on current status, problems and potential of programs to the Commissioner;
- Directs studies of systems impact on agency operations and staff
- Performs related duties as required.

### **FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of micro-computer programming principles, techniques and concepts applied to commercially available software; good knowledge of the use and operation of micro-computers, including local area networks; good knowledge of the application of various types of micro-computer equipment to the operational needs of the agency; good knowledge of policies and practices governing social service operations; working knowledge of systems analyses applicable to micro-computer programming; working knowledge of Federal, State and local Social Service programs and laws;

## **SYSTEMS COORDINATOR - CONT=D.**

### **FULL PERFORMANCE, KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

**- Cont=d.**

working knowledge of design of currently popular micro-computer software systems; ability to plan and supervise the work of others; ability to assist operational staff in detecting and resolving problems in system operation; ability to prepare written summaries and reports; ability to establish and maintain cooperative working relationships with others; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of an equivalency diploma and

**either:**

**(A)** Graduation from a regionally accredited or New York State registered college or university with a Bachelor=s Degree in Computer Science, Micro-Computer Technology or related field and one (1) year of paid experience in the operation and maintenance of micro-computer equipment, in a micro-soft and windows environment, which shall have involved networking systems;

**OR (B)** Graduation from a regionally accredited or New York State registered college or university with an Associates Degree as described in **(A)** above and three years of experience as described in **(A)** above;

**OR (C)** Five years of experience as described in **(A)** above;

**OR (D)** An equivalent combination of training and experience as defined by the limits of **(A)**, **(B)** and **(C)** above.

***Adopted:***