

PROGRAM ADMINISTRATOR (DSS SYSTEMS)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class conducts and oversees projects related to the development and integration of computer system needs in the Department of Social Services. Although this is not a technical IT position, the incumbent should be familiar with the different computer systems used in the Department and the broad potential automated and database management systems to apply this knowledge in recommending improvement of department procedures and methodologies. The incumbent must possess a thorough knowledge of Social Service programs, procedures and practices as well as State Regulations, and must keep up to date with changes in Social Service laws and policies. Supervision is exercised over professional and clerical staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Conducts studies of automated and database management system needs for the Department of Social Services;

Develops proposals for new computer applications as they relate to newly developed Social Services initiatives;

Develops and implements plans for new computer applications, taking into considerations such elements as workflow, interaction with programmatic staff and state mandates;

Consults with managers throughout the department regarding the recommendation and implementation of automated system needs to ensure programmatic and operational needs are effectively supported by these systems;

Serves as liaison with Department of Information Technology for technical support relating to system issues;

Troubleshoots departmental system problem and needs as they relate to DSS programs; makes recommendations for change or enhancement of existing systems;

Works with appropriate staff both from DSS and 3rd party contract vendors to resolve issues;

Monitors and maintains DSS computer inventory lists;

Monitors and maintains terminal security of both State and Local computer systems.

Acts as central administration contact person to field staff regarding system needs;

Provides training to staff in new computer applications specific to DSS programs;

Conducts problem solving reviews and investigates complaints in an assigned program area;

EXAMPLES OF WORK: (Illustrative Only) (Cont'.d)

Prepares periodic reports of program activities and status;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES:

Thorough knowledge of program planning and evaluation; thorough knowledge of federal and state laws, rules and regulations relating to applicable social services programs; good knowledge of the principles and techniques of administration; good knowledge of electronic data processing and the systems approach to management; good knowledge of the department's organization, policies, procedures and objectives; knowledge of the New York State Department of Social Services computer systems in order to plan for the impact that these changes may have on the operation of the department; ability to identify problems and propose solutions; ability to analyze data and draw conclusions; ability to prepare detailed factual and coherent reports; ability to research laws, rules, regulations and procedures governing applicable services programs; ability to support recommendations both orally and in writing; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; resourcefulness; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A high school or equivalency diploma and six years social casework and/or eligibility determination experience in a public social service agency and/or a public social services contract agency, one year of which must have involved the development, and analysis of social services automated systems.

SUBSTITUTIONS: Satisfactory completion of 30 credits* towards a Bachelor's Degree* may be substituted on a year for year basis for up to four years of the required experience. Satisfactory completion of 30 credits* towards a Master's Degree* in Public Administration, Computer Sciences or Social Sciences may also be substituted for up to one year of experience. There is no substitution for the one year of specialized experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.