

## **WELFARE MANAGEMENT SYSTEMS COORDINATOR**

**DISTINGUISHING FEATURES OF THE CLASS:** This position involves the implementation, operation and monitoring of information technology and resources within the Broome County Department of Social Services. An employee in this class oversees the purchase, installation, evaluation and maintenance of computer systems and related components and the purchase, modification or creation of software for the operation of the information system. The incumbent also serves as the liaison between the technical and administrative staff of the New York State Department of Social Services and the local agency. This position is distinct from programming, analytical or technical support classifications in that there is no involvement in the development of the computer systems, its language, specifications, or design. The work is performed under the general supervision of the Deputy Commissioner for Administration. Supervision may be exercised over a staff of technical and/or clerical workers. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

- Coordinates installation and implementation of New York State's Welfare Management System among local users and state systems staff;
- Acts as liaison with New York State technical staff for the integration of State and local information systems; serves as clearinghouse for all computer generated communications received from the State by distributing incoming messages to appropriate staff persons;
- Determines the need for Welfare Management System equipment or personal computers within the department; records, verifies and monitors all departmental use of Welfare Management System hardware and software to ensure an accurate and orderly interface between the Welfare Management System and all department activities;
- Provides technical assistance in terminal operation, limits of assigned access and coding of forms to all department staff;
- Sets guidelines and provides instructions on access and use of system capabilities;
- Performs routine troubleshooting procedures when hardware malfunctions, contacting State officials for technical support when needed;

Trains and supervises all assigned staff; trains all workers in Welfare Management System procedures and in the use of forms and visual display terminals;

Determines the need for software applications and coordinates the writing of software programs as necessary;

Administers, manages, and supervises work related to the production of information within the department, including data entry; generates information and submits reports for planning and policy uses;

May coordinate a user support group within the department;

May pre-edit documents submitted by eligibility or services workers prior to the information being processed by Data Entry Machine Operators and proofreads completed work;

Maintains proper inventory of Welfare Management System forms.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of all New York State Department of Social Services computer information on systems including but not limited to the Welfare Management System (WMS), Medicaid Management Information System (MMIS), Social Services Reporting Requirements (SSRR), Child Care Review Services (CCRS) and Comprehensive Income Tracking System (CINTRAK) program of the New York State Department of Social Services, Benefit Issuance Control (BICS);

Good knowledge of the principles and practices of administration as applied to social service systems;

Good knowledge of supervisory techniques and practices;

Good knowledge of computer technology and information systems as utilized in a social services environment;

Good knowledge of software applications;

Good knowledge of the theory and practices of data entry machine operation;

Working knowledge of the laws, rules, regulations, policies and practices governing social services operations;

Working knowledge of the potential uses and general limitations of electronic data processing systems in multi-purpose, highly variable applications;

Working knowledge of Windows NT, 2000, XP platforms and Microsoft Office;

Ability to plan and supervise the work of others;

Ability to evaluate technology and information systems;

Ability to organize and administer research studies;

Ability to prepare written summaries and reports;

Ability to evaluate systems operations and usefulness;

Ability to describe operational needs and capabilities to State systems analysts;  
Ability to assist operational staff in detecting and resolving problems in system operation;  
Ability to operate an alphanumeric keyboard and personal computer;  
Ability to perform close, detail work involving considerable visual effort and strain;  
Good judgment;  
Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

- A) Graduation from a regionally accredited or New York State registered two-year college with an associate degree in computer science, computer technology, data processing, management information systems, information resource management, or related field, and three (3) years experience in network administration, information systems management, computer user support services or computer programming.
- B) Five years full-time or its part-time equivalent experience as defined in A) above; OR
- C) An equivalent combination of training and experience as defined by the limits of A) and B) above.

**Note:** education beyond an Associates degree in the fields noted above can be substituted for experience on a year for year basis up to two (2) years. One year of experience is required.