

**DEPARTMENT:** ALL APPLICABLE  
**CLASSIFICATION:** COMPETITIVE  
**APPROVED:** APRIL 22, 2021

### **SOCIAL SERVICES SYSTEMS COORDINATOR**

**DISTINGUISHING FEATURES OF THE CLASS:** This position is responsible for all aspects of the implementation, operation, and monitoring of information technology services and the use of computers in the Department of Social Services. The incumbent collaborates closely with the Niagara County Information Technology Department to ensure that all department systems, programs, and networks conform to county-wide information technology policies, procedures, and requirements. The incumbent may be required to perform programming, analytical, and technical tasks as necessary. The work is performed under the direct supervision of the Director of Administrative Services and the incumbent exercises direct supervision over assigned staff. The incumbent is permitted wide leeway in the exercise of independent judgment in performing the duties of the job in accordance with local and state policies, rules, and guidelines. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

1. Plans, directs, and coordinates the delivery of information technology services for the Department;
2. Develops goals and objectives, including short-and long-range plans, for the information technology unit to be reviewed in accordance with department guidelines;
3. Evaluates and coordinates new applications or modifications to existing applications;
4. Establishes unit policies in accordance with County policies and the bargaining unit contract;
5. Resolves staff issues and conducts evaluations for new hires;
6. Provides administrative and technical assistance to subordinate information technology staff;
7. Assigns, plans, organizes, and evaluates the work activities of subordinate staff;
8. Evaluates equipment requirements and analyzes their capabilities for purchase or replacement;
9. Acts as the Department's liaison with the Niagara County Information Technology Department and New York State Office of Information Technology Services;
10. May provide first-line diagnosing/trouble-shooting of computer problems relating to various applications, State and County networks, basic hardware issues, security and password problems;
11. Assists staff in developing reports from various State databases;
12. When necessary, performs tasks such as computer programming; supporting and training users; developing documentation and training tools; network administration; data communications; managing information technology projects; and repairing information technology hardware and related peripherals.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:** Thorough knowledge of modern principles of supervision and management; good knowledge of computer programming and systems analysis principles, techniques, and concepts as they apply to current computing technology; working knowledge of how an enterprise reporting program works in an organization; working knowledge of modern information technology hardware, software, applications, and related peripherals; working knowledge of the department's policies, procedures, and requirements as it relates to information technology needs; skill in the operation of modern information technology equipment, software, applications, and related peripherals; ability to design and write reports that utilize data from various databases to facilitate the department's operations; ability to analyze and to determine the feasibility of proposed computerization and automation projects; ability to train others in the use of information technology software, applications, and hardware; ability to work well with others; ability to install and to maintain hardware used by the department; ability to understand and interpret complex oral and written directions; ability to apply knowledge of information technology systems to solve problems and enhance operating systems; ability to communicate effectively both orally and in writing; ability to establish and maintain effective working relationships with others; problem solving skills; integrity; tact; courtesy; physical condition commensurate with the demands of the position

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## **SOCIAL SERVICES SYSTEMS COORDINATOR CONTINUED**

### **MINIMUM QUALIFICATIONS:**

1. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree **and** two (2) years of full-time paid experience in planning, directing, and coordinating information technology services. Experience must have involved first-line supervisory experience\* that included planning, managing, and coordinating the work of technical staff; **OR**
2. Completion of sixty (60) credit hours from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees **and** four (4) years of full-time paid experience in planning, directing, and coordinating information technology services. Two (2) years of experience must have involved first-line supervisory experience\* that included planning, managing, and coordinating the work of technical staff; **OR**
3. Graduation from high school or possession of an equivalency diploma **and** six (6) years of full-time paid experience in planning, directing, and coordinating information technology services. Two (2) years of experience must have involved first-line supervisory experience\* that included planning, managing, and coordinating the work of technical staff.

**\*NOTE:** First-line supervisory experience is characterized by the close and immediate supervision of permanently assigned employees, on a regular, ongoing basis; responsibility for the assignment and review of work, providing work instruction, the evaluation of work performance, maintenance of work standards, handling absenteeism, discipline, etc.; and accountability for the quantity and quality of subordinate's work and/or the completion of projects and program accomplishments.