

SOCIAL SERVICES LAN SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: The work involves the responsibility for coordinating the implementation, and the ongoing local operation and support of the New York State Human Services Enterprise Network (HSEN). An incumbent serves in the role of local LAN Specialist for this program within the Ulster County Department of Social Services (DSS). The employee coordinates the efforts of the department staff by creating and updating a database within the HSEN network. The employee facilitates applications from all of the State human services agencies including Office of Temporary and Disability Assistance (OTDA), Office of Children and Family Services (OCFS), Department of Health (DOH), Department of Labor (DOL), and the Office for Information Technology, as well as any new applications to support human services. The work is performed under the general supervision of the Commissioner or Deputy Commissioner of Social Services, with considerable leeway allowed for exercising independent judgment in carrying out the details of the work. The work is performed in coordination with the Ulster County Information Services (UCIS) Department. Supervision is not normally a function of this class. Does related work as required.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Acts as the County liaison between State partner agencies in all matters regarding the implementation, modification and updating of the HSEN Local Area Network (LAN) with hardware or applications software;

Acts as liaison between local and State Department of Social Services in matters pertaining to Welfare Management System;

Coordinates and assists UCIS to perform any installations or updates to printers, the network, software or hardware that fall under Ulster County's responsibility;

Interprets and communicates HSEN structure, policies and procedures to County Social Services staff to ensure compliance and proper documentation;

Evaluates the impact of the network on department operations and procedures and assists State agency staff in adapting the system to local needs;

Serves as departmental contact for reporting system and hardware problems, performing initial troubleshooting, referring problems to the State or UCIS and subsequently tracking the progress to resolution;

Coordinates NYS Service Portal & UCIS Ticketing System procedures with agency staff to ensure accurate and consistent reporting procedures and eliminate duplication;

Coordinates the installation, maintenance and updating of printers, drivers and supplies for the HSEN Local Area Network (LAN) workstations;

Troubleshoots hardware and software problems relating to personal computers, laptops, tablets and associated equipment;

Assists in the installation and configuration of personal computer hardware and software and may test and evaluate computer and hardware and software;

Utilizes computer productivity applications such as spreadsheets, word processing, electronic calendars, email, video conferencing and database software to efficiently perform work assignments;

Maintains inventory records of all hardware, applications and personnel with specialized systems abilities within the network;

Reports printer problems to UCIS for repair or replacement;

Coordinates and maintains security on the HSEN network, including electronic mail service, controlling user access, personal settings and adherence to policy;

Coordinates and requests that UCIS perform any security maintenance that affects county-wide systems;

Provides periodic reports to the Commissioner and Deputy Commissioner of Social Services, UCIS and other local or State administrators in regard to the operation and efficiency of the network;

Assists administrators in the Department of Social Services and UCIS to coordinate the request for additional computer hardware, peripherals and site-prep materials to maintain and upgrade the HSEN network;

Controls security of data by assigning, modifying and revoking, as necessary, codes which permit access to information;

Assists in evaluating, planning and coordinating network application training for DSS users;

May receive periodic training and serve as an integral part of the State contingency plan if the system is unavailable for a prolonged period;

May coordinate departmental purchases of preventative maintenance and/or corrective programs such as anti-virus software packages for the HSEN network, based on compliance with State OFT policy;

May monitor inventory of hardware and consumable supplies to ensure that stocks are sufficient to support the operation of the HSEN network.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of the concepts, use and capabilities of a telecommunications network; working knowledge of Social Services Law, rules, and regulations

as they apply to services and benefits offered by Social Services; working knowledge of hardware/software trouble shooting procedures pertaining to personal computers and related equipment; working knowledge of current windows-based office software applications; ability to acquire a knowledge of agency policies and procedures; ability to communicate effectively both orally and in writing; initiative; tact; courtesy.

MINIMUM QUALIFICATIONS: Either:

- A. Possession of a Bachelor's Degree in Electronics, Computer Science, Information Systems, Network Administration or a closely related field and one (1) year of work experience in providing technical support for computer hardware/software and/or telecommunications systems in a data center equivalent to that of Ulster County Department of Social Services in complexity; **OR**
- B. Possession of an Associate's degree in Electronics, Computer Science, Information Systems, Network Administration or a closely related field and three (3) years of work experience in providing technical support for computer hardware/software and/or telecommunications systems in a data center equivalent to that of Ulster County Department of Social Services in complexity; **OR**
- C. Graduation from high school or possession of a high school equivalency diploma and five (5) years of work experience in providing technical support for computer hardware/software and/or telecommunications systems in a data center equivalent to that of Ulster County Department of Social Services in complexity; **OR**
- D. An equivalent combination of training and experience as defined by the limits of A, B and C above.

Note: Your degree or college credits must have been awarded or earned 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. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

Note: When applying, you must supply sufficient information to support your claim that the complexity of the agency from which you obtained your experience is equal to that of Ulster County.

Special Requirement: Possession of a valid New York State Motor Vehicle Operator's license is required at time of employment and throughout employment.

ULSTER COUNTY
6832 SS LAN SPE
Classification: Competitive
Grade: 15
Union: CSEA

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