

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 Technology (OFT), 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 Department of Information Services staff. 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;

Coordinates and requests that Ulster County Information Services to perform any installations or updates to 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 Ulster County Help Desk and subsequently tracking the progress to resolution;

Coordinates Help Desk 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;

Coordinates and requests that Ulster County Information Services to perform any installations or updates to printers or drivers that fall under Ulster County's responsibility;

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

Reports printer problems to the Help Desk 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 Ulster County Information Services to perform any security maintenance that affects county-wide systems;

Performs back-ups for HSEN servers, maintains tape files and establishes procedures for logging back-up activities, assuring constant connectivity for the HSEN network;

Provides periodic reports to the Commissioner and Deputy Commissioner of Social Services, Ulster County Information Services 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 Information Services to coordinate the request for additional computer hardware, peripherals and site-prep materials to maintain and upgrade the HSEN network;

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; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- A. Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in Computer Science, Data Processing, or Information Systems, or a closely related field and three (3) years of full-time paid, or its part-time equivalent technical experience in a computer center environment utilizing a LAN Network ; **OR**
- B. Graduation from high school or possession of a high school equivalency diploma and five (5) years of full-time paid, or its part-time equivalent of technical experience in a computer center environment utilizing a LAN Network; **OR**
- C. An equivalent combination of training and experience as defined by the limits of A and B above.

Note: In order to be considered a closely related field, college level study must include, or be supplemented by, a minimum of fifteen (15) semester credit hours in computer science courses.

ULSTER COUNTY
6832 SS LAN SPE
Classification: Competitive
Grade: 11
Union: CSEA

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