

ITS TECHNICIAN (GROUP OF CLASSES)*

DISTINGUISHING FEATURES OF THE CLASS: This is technical work involving responsibility for providing general computer system support and for assisting staff in resolving basic computer software problems specific to a department or agency. The duties would depend on the area of assignment. The work is performed under the general supervision of a department manager or administrator. Does related work as required.

TYPICAL WORK ACTIVITIES:

Maintains a computer database for the processing of information specific to a department or agency (e.g., programs related to Welfare Management Systems);
Develops custom computer applications (e.g., software) including information storage and report capabilities;
Enters data into computer on client applications while checking for eligibility and accuracy;
Uses a variety of software packages, as needed;
Monitors computer program performance and proposes and makes recommendations for modifications to existing systems;
Provides routine training to staff on the use of computer applications, as needed;
Provides end-user support and troubleshoots and resolves software related questions and problems;
Resolves minor computer hardware and network related issues, as needed;
Documents applications and maintains procedure manuals.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the principles and practices of system analysis, organization, forms and records management; good knowledge of computer software**; good knowledge of the principles and practices, capabilities and techniques of electronic data processing; good knowledge of desktop computer systems; ability to communicate effectively, both orally and in writing; ability to understand and interpret written materials, especially computer software manuals; ability to prepare written material; ability to establish and maintain cooperative relations with others.

MINIMUM QUALIFICATIONS: A Bachelor's degree or higher in Computer Science, Management Information Systems, Data Processing, Information Technology, or comparable degree and two (2) years of technical experience in data processing, systems administration and/or development, systems analysis or related field.

For positions within the Child Support Enforcement Unit at the Rockland County Department of Social Services:

SPECIAL REQUIREMENT: Per Internal Revenue Service (IRS) Security Guidelines for Federal, State and Local Agencies (IRS Publication 1075, Section 5.1.1), employees with access to Federal Tax Information (FTI) must complete a background check which is favorably adjudicated. The background check will include FBI fingerprinting; a check of local law enforcement agencies where the employee has lived, worked and/or attended school within the last 5 years, and if applicable, of the appropriate agency for any identified results and verification of citizenship/residency. You will be required to pay for a processing fee for the fingerprinting. NOTES: (1) A criminal record does not necessarily disqualify you from employment or access to FTI. An individualized determination will be made as to how any conviction would impact suitability to handle FTI. (2) Federal guidelines require that a reinvestigation will be conducted within ten years of the date of the previous background investigation for each employee requiring access to FTI. NY law does not currently permit reinvestigation but may be changed at any time to permit reinvestigation pursuant to the federal guidelines.

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Please refer to the FTI Policy posted on the Rockland County Department of Social Services website for further information.

*This reflects a retitling of MIS Technician (Group of Classes).

**To be demonstrated during the probationary period.