

## **WMS INFORMATION ASSISTANT**

**DISTINGUISHING FEATURES OF THE CLASS:** This is technical work involving responsibility for providing basic specialized assistance in support of the Welfare Management System (WMS) in the Department of Social Services. The work is performed under the supervision of an Assistant Coordinator, Welfare Management Systems, and in accordance with applicable New York State laws, rules and regulations. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Responds to calls received by telephone, e-mails or in person from computer users in order to identify problems and provide solutions, when possible;  
Provides first-line assistance by telephone and on site and develops solutions regarding WMS basic technical problems;  
Acts as liaison with other technical staff in order to facilitate problem resolution and respond to calls for assistance, and contacts users to ensure that problems are resolved;  
Provides input and makes recommendations to formulate effective methods to improve user services;  
Assists in the preparation of basic user guides for end users, by gathering and organizing information, writing basic instructions, etc.;  
Prepares forms and basic reports related to WMS functions;  
May troubleshoot simple application errors, such as re-activating files, adding new files, printing labels, or running reports, etc.;  
May input data to assist users with data entry;  
May add new system users and set security rights;  
May participate in special assignments in support of WMS functions.

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

Good knowledge of the principles and practices of computer system support, especially "help desk" skills; good knowledge of system software (e.g. Windows, Word, Excel, E-mail); working knowledge of the Welfare Management System and solutions for resolving basic problems\*; ability to provide system support to users using Welfare Management Systems\*; ability to communicate effectively, both orally and in writing; ability to produce documentation for computer users; ability to prepare basic reports related to the Welfare Management System\*; ability to establish and maintain cooperative relations with others.

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of an equivalency diploma and two (2) years of experience in computer system support\*\*.

**NOTE:** An Associate's degree or higher in Computer Science, Computer Information Systems, Computer Information Technology, Computer Support Services, or comparable curriculum may be deemed fully qualifying.

\*To be demonstrated during the probationary period.

\*\*Computer system support is defined as diagnosing/troubleshooting and resolving computer problems related to software, basic hardware issues, security and password problems and/or identifying and resolving problems for computer users.