

COMPUTER SERVICES LIAISON

Code No: 5-03-033
COMPETITIVE

DISTINGUISHING FEATURES OF THE CLASS: This is a data applications position involving responsibility for assisting user jurisdictions in defining data processing needs, in gathering data to create, update and expand the data base. The Computer Services Liaison is part of a centralized data processing operation providing service to jurisdictions without a data processing staff or computer installation. The incumbent is frequently on the road making site visits to the user jurisdictions. Contacts are made with the employees who will actually use the service on a daily basis, as well as with administrators in charge. Work is performed under direct supervision of a higher ranking employee who establishes priorities and monitors progress towards project completion. Does related work as required.

TYPICAL WORK ACTIVITIES: (All need not be performed in a given position. Other related activities may be performed although not listed):

Assists users in analyzing program needs and defining requirements;

Defines methods and procedures for users in the gathering and recording of initial input to create the data base and in updating the data base;

Conducts training of users on procedures described in documentation manuals and in the operation of direct data entry terminals;

Revises and adapts documentation manuals, distributes manuals, and discusses revisions with users;

Discusses data processing requests, problems and new requirements involving expansion of the data base;

Translates non-technical user requests into technical language more appropriate for use by programmers;

Assesses possibilities of producing data processing reports and anticipated time of completion;

Advises users when requests for data processing reports are not possible with existing programs and data base and when expansion requests are not justified by labor costs and ultimate use of the report;

Initiates user job requests by completing work order and reviewing priorities of work completion with supervisor;

Processes work requests using packages for data retrieval;

Checks initial data processing report run to ensure appropriateness of data display;

Operates keypunch and CRT data entry equipment;

Attends technical conferences;

Monitors level of user satisfaction.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of capabilities of computer hardware and software products; good knowledge of data application systems; ability to define data application needs and program requirements; ability to train and direct users in data collection and recording, and in operation of data entry terminals; ability to convert user requests into technical language (not programming); ability to determine possibilities and costs of production; ability to set up data processing reports in proper display format; ability to communicate with users in non-technical language; initiative; patience; willingness to travel to different work sites; health commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma, plus EITHER:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in an information technology related field; OR,
- (B) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree, plus one (1) year of paid full-time or its part-time equivalent experience in data entry, data control, computer operations, programming, or in data processing marketing, six (6) months which shall have included customer service responsible for the resolution of customer complaints and inquiries; OR,
- (C) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in an information technology related field, plus two (2) years of experience as described in (B) above, six (6) months of which shall have included customer service responsible for the resolution of customer complaints and inquiries; OR,
- (D) Four (4) years of experience as described in (B) above, six (6) months which shall have included customer service responsible for the resolution of customer complaints and inquiries; OR,
- (E) Any equivalent combination of training and experience as defined by the limits of (A), (B), (C) and (D) above.

SPECIAL REQUIREMENTS: If you are appointed, you will be required to possess a valid license to operate a vehicle in NYS, or otherwise demonstrate your ability to meet the transportation needs of the position.

Depending on the position duties, candidates for employment with the Monroe County Government will be required to pass a pre-employment drug test.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES:

Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

REVISED: October 23, 1986

REVISED: November 8, 2001