ROWAN COUNTY
HUMAN RESOURCES

JOB DESCRIPTION

Job Title : DSS Support Specialist   **Class** : Technician
Department: Social Services   **FLSA** : Non-exempt
Revised   : August 2022

This job description supersedes any prior description for the DSS Support Specialist classification.

GENERAL DESCRIPTION

Responsible technical work in the coordination and maintenance of the data equipment in the Social Services Agency. Troubleshoots major problems with terminals, printers, and other automation equipment. Work is performed independently, and supervision is received from an administrative superior who reviews work through observation and periodic conferences.

ESSENTIAL JOB FUNCTIONS (Any one position may not include all of the duties listed, nor do the listed examples include all tasks which may be found in positions of this class.)

Serves as the County DSS Security Officer, responsible for administering and maintaining access to NCFAST and other state and local information/automation systems according to employee position and work unit assignment.

Audits user access to NCFAST and other state and local information/automation systems to ensure staff have appropriate authorization in accordance with the authorized user roles/permissions; deletes user access for changes and separations.

Coordinates and maintains all data equipment, workspaces, and workstations for all staff, including those responsible for eligibility, social work, and support functions.

Serves as liaison between DSS, County Information Systems, and State Information Service and State Coordinators concerning data equipment operation and problems.

Troubleshoots major problems with terminals, printers, control units, and other automation equipment. Analyzes the problem and determines the correct course of action to solve it. Works with State Office on problems not corrected locally.

Works with configuration screens and active job status screens in order to end jobs, verify jobs, unlock terminals, etc.

Sets up and trains new workers in the computer system by contacting the State Office and maintains the confidential passwords in a secured area.

Downloads and produces daily and monthly reports as required by the Income Maintenance Division and distributes to supervisors; maintains an archived file of all reports for future access in accordance with the State's record retention policies.

Controls and maintains records on any fixed asset equipment that come into or goes out of the Social Services Agency.

OTHER JOB FUNCTIONS

Performs minimal amounts of data entry of forms.

Performs related duties as required.

Management reserves the right to add or amend duties at any time.

KNOWLEDGE, SKILLS, AND ABILITIES

Considerable knowledge of computer operations, peripheral equipment, computer terminology, and configuration.

General knowledge of hardware and software utilized.

Ability to read and understand control port configuration.

Ability to analyze problems with data equipment and determine the appropriate course of action to correct them.

Ability to understand technical instructions, both verbal and written, from County Information Systems and State support staff in repairing problems with data equipment.

Ability to train staff on the use of information systems and to assess the training needs of staff in regards to use of data equipment.

Ability to establish and maintain effective working relationships with Agency staff, County Information Systems employees, and State Information Systems support staff.

Ability to communicate effectively both orally and in writing.

PHYSICAL REQUIREMENTS

Work is primarily sedentary in nature. Physical requirements include sitting for extended periods of time, walking, bending, stooping, and lifting books and files of approximately 35 lbs or less. Work may include extended periods of time viewing a computer video monitor and/or operating a keyboard. Work may include operation of a motor vehicle. Employee is not substantially exposed to adverse conditions or hazardous materials.

EXPOSURE CONTROL

Work activity does not entail predictable or unpredictable exposure to blood or body fluids.

MINIMUM EXPERIENCE AND TRAINING

Associate degree from an accredited college or university in Computer Science, Computer Information Systems, or related field; or graduation from high school and two years of office support experience including one year in a data processing environment such as data entry or data control.

**This job description does not create an employment contract,
implied or otherwise.**