



SYSTEM SUPPORT ASSISTANT

DEFINITION

Under general supervision, performs data entry, process changes, and operates automated systems or specialized software programs (such as MEDS, C-IV, CalHEERS CWS/CMS, CMIPS, etc.); performs complex program support functions; performs a variety of specialized duties in support of professional and technical staff; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is a fully qualified journey-level classification. Incumbents perform duties that require detailed, specialized, and technical knowledge in the use of state and county operating systems and/or programs; and perform complex administrative support work for a department's programs and functions.

This class is distinguished from the System Support Analyst in that the latter may provide functional direction to eligibility or social services staff and fiscal staff for duties related to system functionalities.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Performs data entry transactions for case management, aid authorization, imaging, and/or statistical data maintenance.
- Operates a variety of operating systems, software, or related equipment to support a department's programs, services, and administrative functions.
- Acts as technical resource on more difficult problems or specialized issues.
- Maintains files, writes or revises procedures, and may generate reports and documents using system resources.
- Reviews and reconciles system information (MEDS, C-IV, CalHEERS CWS/CMS, CMIPS, or other automated system); assesses and updates records; takes corrective action as appropriate.
- Researches procedures, regulations, and/or technical materials as necessary.
- Uses manuals, utilization guides, and All County Letters (ACL) System Change Requests (SCR), etc. to review upcoming changes to regulations, programs, and systems to keep knowledge current.
- Identifies the impacts of changes to automated systems and provides recommendations regarding changes; prepares information to inform users of changes or additions.
- Troubleshoots problems with individual records, cases, or participants by applying rules and regulations; provides information and interacts with case workers to correct issues or coordinates with the help desk to solve problems.
- Coordinates with department supervisors and management in producing and maintaining files, information systems, and composing and creating reports.
- Performs a variety of complex administrative, office support, and paraprofessional functions.
- Gathers data, conducts surveys, prepares reports, and develops training materials for system users; creates complex spreadsheets, report formats, forms, and record maintenance systems; may also prepare graphics for presentations and studies.
- Responds to a variety of public, staff, and management inquiries, providing the requisite information, or refers the requests to supervisory and staff as appropriate.

- Attends meetings and represents the department at meetings with other departments and agencies for information sharing, system improvements, and implementation of changes.
- Assists in special projects designated by department management.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Statewide automated systems (C-IV, MEDS, CalHEERS CWS/CMS, CMIPS, etc.).
- Applicable legislation, rules, regulations, policies, and procedures related to multiple public assistance programs and related case administration techniques.
- Work methods and techniques used by program staff.
- Methods and techniques used in researching, proofing, evaluating, gathering, organizing, and arranging data.
- Report writing and proper format and style.
- Effective methods of training and presentations skills.
- Recordkeeping and time-management practices and procedures.
- Basic arithmetic.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Understand and carry out oral and written instructions.
- Exercise sound and independent judgment in determining and selecting appropriate processes, alternatives, forms, and desired actions within established work practices, procedures, and commonly used regulations.
- Operate advanced and complex capabilities of computer software programs or automated systems.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Evaluate and interpret information using an automated system and troubleshoot identified problems.
- Prepare a variety of reports, correspondence, documents, statistical data, graphs, and charts using a computer and software packages.
- Provide training and assistance for others in using assigned systems or software.
- Read and understand detailed and complicated instructions.
- Understand, interpret, and apply rules and regulations; determine the impact of regulations on local operations and systems.
- Work productively under time pressure and with interruptions.
- Effectively represent the department and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.

- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.

Three (3) years of full-time experience performing financial or statistical recordkeeping, or producing a variety of work products using a statewide automated system or software applications;

OR

Successful completion of thirty (30) college semester units or forty-five (45) quarter units from an accredited college or university; and

Two (2) years of full-time experience performing financial or statistical recordkeeping, or producing a variety of work products using a statewide automated system or software applications.

Licenses and Certifications:

- Possession of, or ability to obtain and maintain, a valid California or Nevada Driver's License and a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various County and meeting sites; vision to read printed material and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.