

HUMAN SERVICES INFORMATION SYSTEMS MANAGER

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for program planning and evaluation services while overseeing the human services management information system. Work is performed under general direction with leeway for independently performing the duties of the position. The position will provide direct supervision to all staff assigned to the information management function for the Division of Health and Family Services.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Develops and maintains a system for the recovery, processing, storage, and dissemination of data and information relating to the delivery of human services by the County;

Formulates, implements, and distributes information management policy for the department;

Designs and maintains an information management system using a wide area network to link county agencies providing human services;

Coordinates of the Human Services Information Management Unit with other units within the department or with other county agencies;

Analyzes and resolve specific information management problems to facilitate the performance of operational functions and to establish effective communications between authorizing agencies and service provider agencies;

Establishes internal controls to insure client confidentiality and to maximize the legitimate sharing of information;

Assigns work, conducts performance evaluations, and supervises staff assigned to the information management unit of the division;

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Designs tables, forms, and reports to facilitate operational and strategic management decision making;

Manages and controls databases storing human services information;

Maintains a current knowledge of information management issues, trends, and concerns.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARAC-

TERISTICS: Thorough knowledge of the hardware and peripheral equipment, storage media, and types of software used with microcomputers; thorough knowledge of the capabilities, limitations, and trends of microcomputer based information systems; thorough knowledge of network communications including data communications terms, network types, modems, security, protocols, transmission speeds, and operating a local area network; thorough knowledge and skill in providing user support including troubleshooting and providing instruction; good knowledge of programs and services provided through county human services agencies; ability to plan and supervise the work of others; ability to monitor, assess, and evaluate human service program performance; ability to establish and maintain effective working relationships with personnel at all organizational levels; familiarity with ethical and liability concerns in the field of information management; and ability to communicate effectively both orally and in writing.

MINIMUM QUALIFICATIONS:

- (A) Possession of a master's degree in public administration, business administration, computer sciences, information management, psychology, social work, or a related field including at least twenty four credit hours of coursework in computer sciences and/or information

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technology; or

- (B) Possession of a bachelors degree and two years of experience in systems analysis and programming including the designing and implementation of computer systems including local area network technology; or
- (C) An equivalent combination of training and experience as described in (A) and (B) above.

NOTE: Your degree or credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credits were awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at: <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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Last Reviewed 11/1/03/97

Jurisdictional Class: Competitive

Public Hearing: N/A

NYS Civil Service Commission Approval: N/A

Revised and Replaced in Classplan: 2/10/2023

Revised and Replaced in Classplan: 4/8/2025 (Edu)