



Job Description

Department: Children and Youth Services
Position Title: Information Technology Technician
Pay Classification: P&A 05 (Starting \$40,357/yr.)
Reports To: CYS Director

Position Summary:

This position will be directly responsible for Information Technology duties for the CYS office. This individual is responsible for the technical oversight of the Child Accounting and Profile System (CAPS), the Child Welfare Information System (CWIS) and will provide ongoing training to staff on both systems. Responsibilities related to CAPS and CWIS also include developing/implementing procedures to integrate and enhance the use of program and fiscal data, and information for agency decision making and process management. Regular duties and special assignments are received through general instructions or through the employee's initiative and are performed with considerable independence. Completed work and performance are reviewed by the agency administrator for soundness of reasoning, effectiveness, and conformance with established policies and objectives.

Responsibilities:

- Update and configure workstations.
- Determine processing errors/inefficiencies related to CAPS and CWIS, and work with representatives from both systems to resolve problems or suggest enhancements.
- Acts as the liaison between the agency CAPS and is the identified representative from the agency to attend all County CAPS meetings and CAPS fiscal meetings and trainings.
- Provide ongoing user support, training and technical assistance to staff on the use of computer equipment, CAPS and CWIS.
- Identify, develop, implement, and monitor procedures to integrate and enhance the use of program and fiscal data, and information contained within CAPS for agency decision making and process management.
- Acts as agency TAC for CLEAN and will develop internal process and control to run

all criminal background check requests from agency staff on their clients, when necessary. As the agency TAC for CLEAN, this individual must submit to monthly criminal background checks, which will be run by the Pennsylvania State Police.

- Document system problems, diagnose and troubleshoot to resolve hardware, software and network problems.
- Managing the workstations and network printers.
- Analyze, test, certify, troubleshoot and resolve inter-connectivity and other problems that occur in a network.
- Establish and maintain user environment throughout the creation of individual and group accounts, setting up and regulating shared directories and groups, and developing security for the system via passwords, and group and individual permission levels.
- Establish security standards and procedures for controlling and monitoring user access and for establishing and maintaining user passwords and profiles.
- Diagnose PC failures and replace hardware components.
- Setting up and installing PC's and associated software and peripheral hardware such as printers, scanners, device drivers and network services enabling the PC communication with the network.
- Maintenance operations on all computer equipment.
- Review technical manuals and other literature, attend seminars, conferences, and training classes to remain current with new information services, products and information technology developments.
- Automating processes through the design and development of macros and other programming to customize a software package.
- Development of executive routines, macros, forms and other automated procedures for users as needed.
- Devise data verification methods and standard system procedures.
- Input MIS data as required by State mandates.
- Run tests as required by the State using actual data.
- Participate on the County/State Committees to ensure County compliance with mandates and ensure County representation during the implementation phase.
- Agency liaison to the County MIS Department.
- Remove and prepare output for distribution, keep required records and perform maintenance operations on all equipment.
- Prepare equipment for operation and perform operations according to schedule and program instructions.
- Participate in formal and on-the-job training.
- Prepare and maintain procedure manual for the operation of the computer system.
- Participate in the development of executive routines or other means to ensure the continued efficient operation of the system.
- Design forms associated with the systems.
- Devise data verification methods and standards system procedures.

- Evaluate programs to ascertain if program would achieve greater flexibility, better machine utilization or more dependable results.
- Participate in the preparation of electronic data processing systems specifications.
- Assist in developing input/output requirements.
- Assist in the development of new or revised structures, equipment standards and records control systems.
- Perform related work as required.

Job Requirements:

Minimum Experience and Training: Three (3) years of technical experience providing microcomputer support services to include information technology hardware and software installation, operation, and maintenance within a network environment **or** any equivalent combination of experience and training.

- Knowledge of the basic concepts of networking.
- Knowledge of laws and regulations governing the PA child welfare system.
- Knowledge of the basic functions and capabilities of network operating systems.
- Knowledge of network topologies and protocols.
- Knowledge of PC troubleshooting techniques in a network environment.
- Knowledge of the basic utility programs used in a network environment.
- Knowledge of the functions and capabilities of a variety of industry standard applications software including word processing, spreadsheet, communications, network management, and database.
- Ability to learn the Federal and State regulatory agencies, laws, rules, and regulations pertaining to communications networks.
- Ability to analyze system errors and make recommendations for corrective action to resolve network software and hardware problems.
- Ability to replace or add PC components and make internal system adjustments.
- Ability to learn to design, write, and implement program instructions to automate processes, in a network environment, utilizing script programming methods.
- Ability to install and configure network equipment according to specifications.
- Ability to interpret and apply technical computer manuals, procedures, and specifications.
- Ability to conduct research to discover answers to problems that have not been previously documented.
- Ability to communicate effectively, orally and in writing.
- Ability to establish and maintain effective working relationships with employees, vendors, and user groups.
- Ability to lift and move computers and office equipment.
- Ability to travel to points away from the established work location to carry out the responsibilities of the position.

To Apply:

Please complete the standard [County of Mercer Application](#) and send a letter of interest, salary history, and your resume to the following:

Mercer County
HR Department
125 S Diamond Street, Suite 17
Mercer, PA 16137
hr@mercercountypa.gov

Applications can be submitted via USPS, e-mail, or hand delivered.

Deadline to Apply: Position posted until filled