Jurisdictional Class: Competitive
EEO Category: Professional
Revised: 06/02/2023

DATA PROCESSING COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: The primary responsibilities of the incumbent in this class are to plan for and coordinate the implementation of computer activities, software applications, and aids computer users. The incumbent performs necessary analysis to identify equipment needs, write hardware and software specifications, coordinates the implementation of computer-based software applications, coordinates activities with programming and operations staff, reviews output reports and schedules data entry and computer operators, and trains and/or arranges training for personnel. The work is performed under the direct supervision of a higher-level staff employee. The Incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)
Keeps agency staff aware of software applications as they become available;
Coordinates and implements of software applications and resolution of difficulties with existing applications;
Schedules software and hardware training;
Schedules the necessary time for data entry and computer operations staff to create initial databases and files needed for implementation;
Determines need for new or additional equipment and recommends type and/or capacity;
Monitors the on-line teleprocessing regional network for possible user errors/problems and forwards to technical staff for correction;
Responds to user requests for assistance in such areas as software operation and arranging for equipment repair or replacement;
Confers with users and potential users to explain possible approaches to computerization and procedures for obtaining services from Data Processing department;
Provides user documentation manuals and familiarizes individuals them with content and utilization;
Reviews with the end-user on-line data entry screens and/or batch forms (paper) required to complete a recurring application;
Schedules workshops for end-users for discussion and resolution of problems or demonstrations of new or revised software applications;
Maintains a current log of user training;
Maintains regular schedule of implementation by dates and activities for review by the Supervisor;
Works with data processing center to establish production procedures, priorities, and controls to ensure adequate volume and accuracy in operations;
Establishes priorities for the delivery and coordination of services to departments;
Coordinates the scheduling of testing dates with participating systems and data processing center personnel;
Ensures the system is operating at peak efficiency including applications of software, systems software, hardware and modifications suited to users' needs;
Operates computer and related peripheral equipment, as required;
Provides general supervision, technical assistance, and software training to lower data entry employees.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of the operation, care and adjustment of micro and mainframe computer related equipment; good knowledge of the application of major types of computer equipment; working knowledge of systems analysis applicable to computer operation; working knowledge of computer center operations and planning; ability to train others in the use and application of micro-computer software; ability to translate and adapt administrative, statistical and financial data for use in a data processing operation; ability to establish and maintain working relationships with others; ability to plan, organize and supervise the work of others; ability to follow complex oral and written instructions.

MINIMUM QUALIFICATIONS: Either:

(A)   Possession of Bachelor's Degree, including or supplemented by twelve (12) semester credit hours in the fields of computer science, computer technology, data processing or a closely related field **AND** one (1) year of experience in the operation of mainframe and micro-computer equipment, which shall have included working knowledge of software programs and their applications; **OR**

(B)   Possession of Associate's Degree, including or supplemented by six (6) semester credit hours in the fields of computer science, computer technology, data processing or a closely related field **AND** three (3) years of experience in the operation of mainframe and micro-computer equipment, which shall have included working knowledge of software programs and their applications; **OR**

(C)   Graduation from high school or possession of a high school equivalency diploma **AND** five (5) years of experience in the operation of mainframe and micro-computer equipment, which shall have included working knowledge of software programs and their applications.

NOTES:
1.   Degree(s) 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 the degree was awarded by an educational institution outside the United States and its territories, the candidate must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at http://www.cs.ny.gov/jobseeker/degrees.cfm. Candidates will be required to pay the evaluation fee.
2.   Verifiable part-time experience will be pro-rated toward meeting full-time experience requirements.