



DEPARTMENT OF SOCIAL SERVICES
P.O. Box 2429 • Fayetteville, North Carolina 28302-2429
(910) 323-1540 • Fax (910) 677-2232

NOTICE OF VACANCY

July 27, 2010

****REPOSTING****

POSITION # : 151-04-603

OPEN UNTIL FILLED

**TYPE OF VACANCY: COMPUTING CONSULTANT II
INFORMATION SERVICES**

SALARY GRADE: 72

ANNUAL SALARY: \$46,394

CONDITIONS OF EMPLOYMENT: (The selected applicant will be subject to the following conditions prior to appointment). Failure to complete or fulfill these conditions may result in dismissal. Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be a basis for withdrawal of the conditional employment offer. Law enforcement background check is required. Has or is able to obtain a valid North Carolina Drivers License.

PREFERRED EDUCATION AND EXPERIENCE: Graduation from a four-year accredited college or university and three or more years of experience in support of a Social Services IT environment with a focus on Technical and Help Desk support; or Graduation from a four-year accredited college or university with a major in computer science, computer programming, media integration, or a related field and one year of experience in all aspects of personal computer technical support; or an equivalent combination of training and experience. Supervisory experience in any field is a plus.

MINIMUM EDUCATION & EXPERIENCE REQUIRED: Graduation from a two-year college or technical school with a degree in data processing and eighteen months of experience in data processing; or graduation from a four-year college or university and eighteen months of experience in data processing; or equivalent combination of training and experience.

KNOWLEDGES, SKILLS, AND ABILITIES: Knowledge of standard help desk operations, PC support and printer maintenance procedures. Ability to troubleshoot and resolve PC and Server issues in a Windows environment. Good organizational skills and the ability to delegate work efficiently.

...partnering with families and the neighborhoods where they live to plan and provide early help to vulnerable families....

Knowledge of SQL server and how it integrates with MS Access through ODBC connections on the client machine. Ability to secure the connection to the server. Thorough knowledge of manufacturer's software capabilities. Software includes Windows Server 2003/2008, Windows XP Professional/Vista Business, MS SQL Server, Microsoft products such as Word, Excel, PowerPoint, Publisher, Front Page and Access. Knowledge of Mapping software, Document Imaging Systems, Informix and Linux would be helpful.

Ability to verbally communicate in a group setting. Ability to make effective media presentations. Ability to independently exercise proper judgment and discretion in applying and interpreting policies and procedures. Ability to facilitate team and keep on task.

DUTIES: Supervise four Computer System Administrator I positions in Information Services. This employee must work closely with our imaging/case management vendor, Parker-Lowe and Associates (PLA). This employee must also determine if eScanX issues are to be repaired by DSS staff or are the responsibility of PLA. This position must consult with program areas regarding systems that are required to track information for better case management and reports. This will involve investigation of specific phases of work flow, user function and data needs in an area. This includes forms, organizational structure, work coordination, methods and procedures. Consultation with the Information Systems Manager along with front line staff/supervisors will determine the success of any efforts. This position is also responsible for making requested changes and maintenance to existing systems when possible. Changes may be simple or complex, depending on the system and need. After changes have been made or a new system is implemented the employee must be able to effectively train users. Employee must prepare written instructions and manuals for new systems and all modifications made to existing systems. Documentation of all changes must be prepared in a clear and concise format.

APPLICATION: All agency employees should contact CANDACE TYLER, at Ext. 2604, or candacetyler@ccdssnc.com OR SHARON YOUNG, at Ext. 2590, or sharonyoung@ccdssnc.com. All other applicants should mail a State Application (PD 107) with attached *applicable transcripts from an appropriately accredited college or university* to Cumberland County Department of Social Services, P. O. Box 2429, Fayetteville, NC 28302. *All applicants will be considered, but not necessarily interviewed.*

*Applications can be downloaded at
http://www.co.cumberland.nc.us/human_resources/job_vacancies/dss.aspx
and can also be located on the 1st floor of our agency.*

FAXED AND E-MAILED APPLICATIONS ARE NOT ACCEPTABLE.

Appointment to position within the Cumberland County Department of Social Services shall be made without regard to race, sex, age, religious preference, political affiliation, or handicapping condition.

THE CUMBERLAND COUNTY DEPARTMENT OF SOCIAL SERVICES HIRES ONLY UNITED STATES CITIZENS AND LAWFULLY AUTHORIZED ALIENS WHO ARE IN COMPLIANCE WITH THE IMMIGRATION REFORM AND CONTROL ACT OF NOVEMBER 6, 1986.

CCDSS IS AN EQUAL OPPORTUNITY EMPLOYER