
Job Title	System Training Analyst
PVN ID	PS-1611-001508
Category	Administrative Services
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	CUNY School of Professional Studies
Status	Full Time
Annual Salary	\$60,000.00 - \$70,000.00
Hour(s) a Week	35
Closing Date	Jan 03, 2017 (Or Until Filled)

General Description

The School of Professional Studies of the City University of New York (CUNY SPS) provides online and on campus degree and certificate programs that meet the needs of adults who are looking for a seamless way to finish or transition into a bachelor's degree, earn a master's degree or certificate in a specialized field, advance in the workplace, or change careers. Home to the first fully online degree programs at the City University of New York, CUNY SPS offers fully accredited online degree and certificate programs for students who want the flexibility and convenience of online education.

The System Training Analyst position is located on-site at the New York State Office of Temporary and Disability Assistance Quality Management Center (OTDA QMC) in New York, New York 10027. It provides technical support via phone and email for staff end users of several New York State government human service database systems and applications, including the Welfare Management System (WMS), Automated State Support Enforcement and Tracking System (ASSETS), and related systems that determine eligibility for Public Assistance, Temporary Assistance, Supplemental Nutrition Assistance Program (SNAP), Home Energy Assistance Program (HEAP), Child Support, Medicaid, and other public benefit programs.

Hours: 35 hours/week, daily schedule 9am-5pm.

Other Duties

- Provide technical support to NYS and NYC government employee end users of online eligibility determination systems and applications (WMS, ASSETS, etc.) by answering their questions or resolving their technical problems via telephone or email regarding use of the systems, resetting passwords and related issues.
- Assist in the development, production, and distribution of training manuals and materials in conjunction with the quarterly release of new application updates.
- Coordinate the testing schedule and use of testing resources for one or more applications as needed.

- Perform on-going inventory tracking of WMS Training and Production hardware.
- Perform other duties as assigned by supervisor.

Qualifications

- Bachelor's degree, preferably in a related field.
- At least 2 years technical end user support experience with trouble-shooting Windows issues related to browsers, databases, software, resetting passwords, etc.
- Proficiency in Microsoft Office Suite (Word, Excel and Outlook).
- Excellent customer service and interpersonal communication skills.
- Strong verbal and written communication skills.
- Ability to effectively problem solve by identifying the need/root of request, determine appropriate next steps, and follow through to completion.
- Strong organization skills, attention to detail, and ability to follow established processes.
- Ability to multi-task and prioritize tasks in a dynamic environment.
- Experience with New York State human services eligibility systems (e.g., Welfare Management System, ASSETS, etc.) and/or public benefits (e.g., TANF, Medicaid, SNAP, HEAP, child support, etc.) a plus.
- Aptitude for learning new software tools and comprehending new policy directives quickly a plus.
- Technical writing skills a plus.