Automation Analyst

Social Services

Hiring Range: $43,218 - $63,770

Deadline: 11:59 pm November 29, 2020

Looking for a career in an organization that makes a positive impact in the community? The position of Automation Analyst is a viable support to the Chesterfield/Colonial Heights Department of Social Services to help provide quality customer services to internal and external customers. The department is seeking a dedicated team player who wants to be part of culture of high performers who strive to make contributions to those in need. Under general supervision, performs work of moderate difficulty in technical duties in support of department information systems and equipment; performs related work as required. Support and maintain county and state automated systems to include setting up new desktop/laptop computers with county and state program applications. Monitoring/maintaining hardware and software for agency. Responsible for maintaining computer hardware inventory. Assists in providing day-to-day maintenance and support of department information systems. Facilitates or coordinates departmental data processing and office automation activities. Maintains data integrity in department information systems, performs audits and other quality control activities. Confers with users to diagnose, investigate and resolve computer hardware and software problems. Consults with vendors and the IT Department for technical support. Documents and tracks system problems for monitoring and reporting purposes. Conducts training in the use of computer systems and software for department staff. Responds to end user requests, runs reports and develops custom reports. Assists with developing requests for anticipated hardware/software needs and requirements. Participate in Virginia Department of Social Services (VDSS) technology focus groups for ongoing information and support for the department's business needs. Serves as a security officer for the agency. You will also be required to serve on an Emergency Shelter Team, reporting to shelter duty as required. Perform other work as required. <u>**Please Note**</u>: Previous applicants do not need to re-apply. Applications will remain under consideration until position is filled. **This position is a part of an approved Career Development Plan (CDP) and offers career progression opportunities and salary incentives, as funding permits, based on performance, qualifications and experience.** Successful candidate will possess a bachelor's degree in information systems, computer science, business administration or a related field; two years of experience in the implementation and support of business information systems (three years preferred); or an equivalent combination of training and experience. Positive and professional attitude, excellent oral and written communication, customer service, interpersonal and organizational skills necessary. Working knowledge of general concepts of microcomputer technology and related software; of principles of office automation systems. Ability to troubleshoot hardware and software problems; to document automation processes and procedures; to communicate effectively orally and in writing; to operate a personal computer and related software and other standard office equipment; to develop and maintain effective working relationships with internal and external customers. Knowledge of state and local social service systems is highly desired. Knowledge of Microsoft Office suite a plus. **Good driving record required. Based on the Virginia point system, record must not reflect a total of six or more demerit points within the twenty-four months preceding the anticipated hire date, or one major violation of six demerit points within the preceding thirty-six months. Out of state driving records must be obtained by applicant and presented at time of interview. Record must reflect at least three years of history. Pre-employment drug testing, FBI criminal background check and education/degree verification required.** A Chesterfield County application is required and must be submitted online

by deadline. Visit **chesterfield.gov/careers** to view instructions and to complete and submit an application. (804) 748-1551.

An Equal Opportunity Employer Committed to Workforce Diversity