

**Automation Analyst
Social Services
Hiring Range: \$43,650 - \$64,633
Deadline: 11:59 p.m. March 28, 2021**

Who We Are:

The Department of Social Services is an organization dedicated to serving the community. Our Mission is to provide advocacy and excellent services that encourage self-sufficiency; preserve and restore families; and protect the well-being of children, senior citizens, and people with disabilities. We have a culture that is invested in making a meaningful difference by providing quality customer service, recruiting a strong workforce, incorporating efficient business practices, and partnering with our community. Looking for a career in an organization that makes a positive impact in the community? This position 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.

What You Do and How You Do It:

The Automation Analyst will be part of a team that serves various groups within the 220-person department. This role will support various state and local applications, hardware, and software for social service programs.

- Performs work of moderate difficulty in technical duties in support of department information systems and equipment.
- Understand the business requirements to effectively support the technical side to train and support users and system lifecycle upgrades.
- Effectively coordinate resources to solve day to day hardware and software issues. Confers with users to diagnose, investigate, and resolve computer hardware and software problems.
- Ensure information security practices are implemented. Maintains data integrity in department information systems, performs audits and other quality control activities.
- Assist the department in streamlining data collection and management tools.
- Provide top notch customer service to team members and agency partners.
- Assist the department in ongoing process improvement activities.
- Provide technical training and coaching to team members.
- Stay current on software and hardware resources to support department's business needs.
- Participate with local, state, and regional partnerships for support and resource sharing opportunities.
- Participate in Virginia Department of Social Services (VDSS) technology focus groups for ongoing information and support for the department's business needs.
- Documents and tracks system problems for monitoring and reporting purposes.
- Host or attend meetings and presentations with diverse groups of internal and external customers pertaining to the expansion of the social service needs.
- Perform other work as required.

MINIMUM QUALIFICATIONS:

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. **Current valid driver's license and 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.**

What's in it for You:

If you are passionate about making a difference in the community, join our team. We offer a competitive compensation and benefit package, including the Virginia Retirement System defined benefit plan. We work hard to achieve our mission, but we also value work-life balance through paid-time off and flexible work schedules. We support professional development through career development plans, tuition reimbursement program, our award-winning learning and development programs, and opportunities for advancement within the organization. Employees of Social Services are assigned to Emergency Shelter Teams and reporting to an activated shelter for duty is part of the job's requirements.

Realistic Job Preview

Sure, someday may seem overwhelming and frustrating in a fast-paced environment with many people and programs to support. At times, it may even feel like a thankless job because of high demands and the critical nature of the work we do. However, this position is essential to the agency and the well-being of the community. You would directly support the agency's employees to perform their duties efficiently and securely with highly sensitive data across multiple systems. If you want to share creativity and leadership skills to build on quality improvement efforts; if being part of an organization that has a direct and positive impact on people's lives and the community interests you; and if you want to be part of a solution focused team for organizational performance and growth, then this is the position for you.

Position open until filled (first review to begin March 8, 2021).

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.

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.

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