INTERNAL JOB OPPORTUNITY LOCAL BUSINESS EXPERT POSITION: **JOB POSTING #: Employment & Social DEPARTMENT:** UNION: 543 Services **POSTING TYPE:** Corporate JOB CODE: 543409 **POSTING STATUS:** Regular Full-Time **POSITION #: # OF POSITIONS: GRADE/CLASS:** 0.14 SHIFT WORK REQ'D: No SALARY RANGE: **DEADLINE DATE:** HOURS PER WEEK: 33.75

DUTIES:

Reporting to a Supervisor Ontario Works, responsible for providing technical support to Ontario Works staff regarding changes, updates and problem resolution to the Social Assistance Management System (SAMS). Responsible for receiving communications relative to changes impacting SAMS from the Ministry of Community and Social Services. Conducts an analysis of the impacts on the system and provide direction based on own analysis and ministry communications or action plans. Troubleshooting individual and generalized case scenarios with recommended action plans to resolve issues. Independently action items to resolve issues relating to SAMS. Train and instruct staff on new initiatives relative to SAMS changes. Provide motivation and encouragement to assist in focusing staff using the technology. Membership on the SAMS Provincial Working Group or other committees as needed. Will perform Local System Support (L.S.S.) duties in conjunction with other staff to assist in SAMS functions. Perform other related duties as required. Occupational Health and Safety duties as outlined in the Corporate Health and Safety Program.

QUALIFICATIONS:

- Must have a three (3) year University Degree in the Social Sciences, Business or Computer Sciences or Ontario Ministry of Education equivalency;
- Must have over one (1) year of experience in the Social Services Field;
- Must be a mature person who can demonstrate sensitivity to customer needs and who has a good knowledge of Social Services programs and related legislation;
- Must have an advanced level of operating knowledge of the Social Assistance Management System (SAMS) for Ontario Works and have an operating knowledge in a computerized office environment utilizing the Microsoft Office suite of Products;
- Will be required to lift up to 12 lbs.

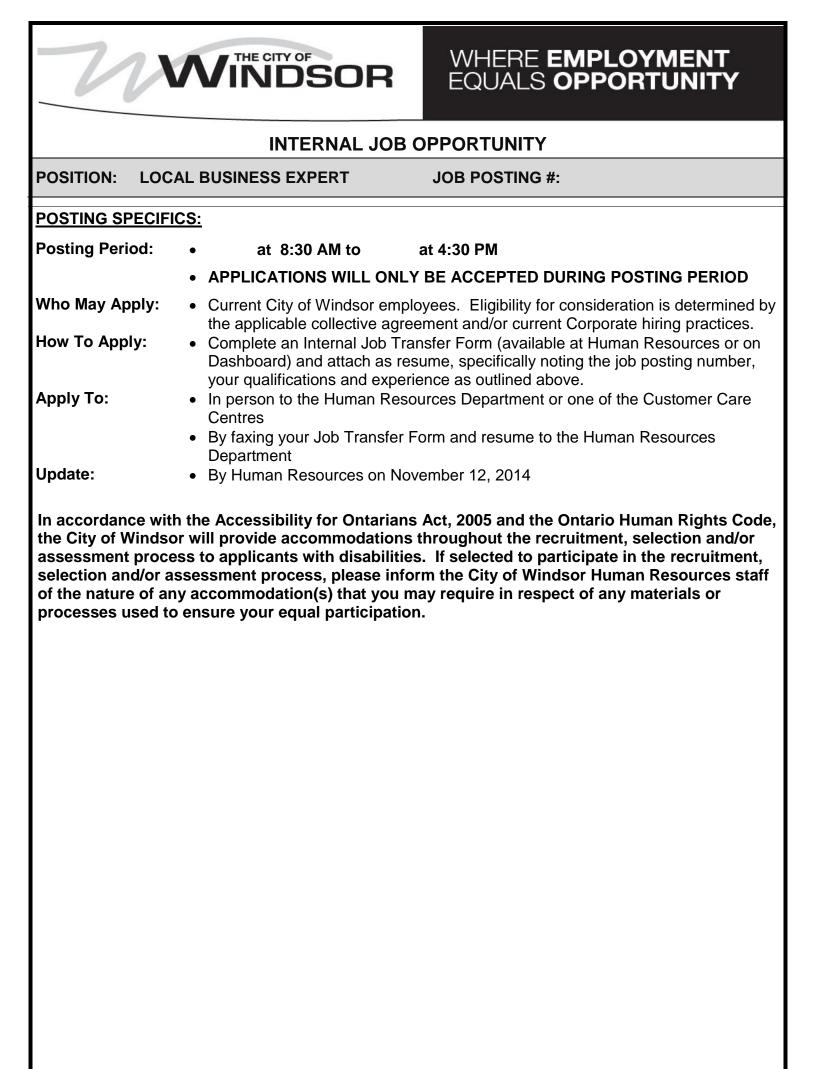


Continued..





Page 1 of 2







#workwindsor