

DEPARTMENT OF REHABILITATION SERVICES
DISABILITY DETERMINATION SERVICE

EDUCATION SERVICE SPECIALIST
SYSTEMS AND FIELD OFFICE LIAISON

[PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!!!](#)

OPEN TO: DORS EMPLOYEES ONLY

LOCATION: 309 Wawarme Avenue, Hartford, CT 06114

Job Posting No: 81880

Hours: Monday – Friday, 35hours

BARGAINING UNIT: Education Administrators (P-3A)

SALARY RANGE: \$76,374.00 – \$99,111.00 Annually (EA-30)
(New hires start at the minimum of salary range)

POSTING DATE: November 27, 2015 – December 11, 2015

The Department of Rehabilitation Services, Disability Determination Services is seeking to fill an Education Service Specialist position at its location in Hartford, CT. This position is 100% federally funded.

RESPONSIBILITIES: Acts as a systems liaison for the case operations, support services, and fiscal components. In addition, liaison for the field offices with case receipt, disposition, and coding issues. Analyzes and translates software changes and enhancements that affect case processing, medical processing, quality assurance, hearings, and fiscal components. Prepares training materials and conducts systems training for staff. Provides ongoing ad hoc refresher training and assists with the systems training of new disability examiners. Respond to case processing related Help Desk inquiries. Assists and regularly confers with the Director of Case Operations, Director of Support Services, Associate Fiscal/Administrative Officer and Systems personnel on user related issues and acts as intermediary between components. Along with systems staff, conducts acceptance testing on all DMA/EFI and legacy systems releases, confers with appropriate components on test results, recommends user changes, and coordinates moving changes into the production environment. Confers with personnel from the systems component, legacy system provider and the Social Security Administration to share acceptance-testing results. Prepares and delivers presentations to DDS staff, SSA components, or other professional groups as requested by the Program Manager. Oversees the receipt, disposition, and assignment of paper and electronic cases as well as the scanning and indexing of electronic medical evidence. Resolves receipt, clearance, and case coding issues with SSA field office personnel. Performs other related duties as requested by the Program Manager. May supervise staff, or be responsible for other duties as assigned.

KNOWLEDGE, SKILL AND ABILITY: Thorough knowledge of the Social Security Disability and Supplemental Security Income programs and DDS business process. Thorough knowledge of the DDS operating system for case processing, medical processing, and quality assurance, including knowledge of case types, claim levels, reopenings, appeals, and assistance requests. Knowledge of or experience with systems release testing. Ability to analyze software changes and enhancements in determining training needs. Ability to develop and maintain cooperative working relationships with staff at all levels. Demonstrate excellent communication skills.

EXPERIENCE AND TRAINING: A Master's degree and a minimum of three years of professional experience OR in lieu of thereof an equivalent combination of experience and training.

Application Instructions: Interested and qualified candidates who meet the above requirements must submit the following and forward as indicated below:

1. State of Connecticut Application for Employment (CT-HR-12), available online at: www.das.state.ct.us/exam/default.asp#APPLICATION_FORMS.
2. Two (2) most recent service ratings.

Department of Rehabilitation Services
55 Farmington Avenue, 12th Floor
Hartford, CT. 06105
ATTN: Human Resources

Incomplete, blank or late applications will not be considered. Also, no fax or hand-delivered copies will be accepted. PLEASE NOTE: The primary contact will be via email if provided on your application.

APPLICATIONS MUST BE POSTMARKED ON OR BEFORE December 11, 2015

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.