



**STATE OF NEW YORK
UNIFIED COURT SYSTEM**

TITLE STANDARD:

CASE TECHNICIAN

Effective Date: 07/03/2006
Title Code Number: 9461811
Salary Grade: 12
Jurisdictional Classification: NC

DISTINGUISHING FEATURES OF WORK:

Case Technicians report to Case Managers and Resource Coordinators and work in problem solving parts. Case Technicians are responsible for providing technical and administrative support services to specialized parts. Case Technicians may also perform other related duties.

TYPICAL DUTIES:

Provides technical support to Case Managers and Resources Coordinators.

Conducts orientation of participants.

Prepares files for new cases.

Ensures that participants provide clean samples for the purpose of conducting court mandated drug testing.

Conducts court mandated drug testing by use of specialized equipment.

Trains staff on proper usage of urinalysis equipment.

Tracks specimens for clients by assigning specimen number.

Monitors waiting area.

Assists in conducting work readiness workshops.

Assists in developing life skills workshops.

Communicates with community service organizations.

Enters participant information into computer applications.

Completes routine paperwork.

Works with Case Managers and Resource Coordinators to update participant information and assess further action needed.

The above statements are intended to describe the general nature and level of work being performed by persons assigned to this title. They do not include all job duties performed by employees in this title, and every position does not necessarily require these duties.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of medical terminology used during drug testing.

Knowledge of administrative record keeping and filing systems.

Ability to interact with litigants and defendants.

Ability to exercise tact and discretion.

Ability to respond to inquiries both accurately and concisely.

Ability to prepare routine paperwork.

Ability to handle confidential matters.

QUALIFICATIONS:

A High School Diploma and two (2) years of relevant experience;

or

An equivalent combination of education and experience.