



Child Support Technician

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
CHILD SUPPORT TECHNICIAN I	5551	A12	\$33,840 - \$49,798
CHILD SUPPORT TECHNICIAN II	5552	A14	\$37,144 - \$55,134
CHILD SUPPORT TECHNICIAN III	5553	A16	\$40,918 - \$61,130

GENERAL DESCRIPTION

Performs child support program technical assistance work involving preparing legal and administrative documents and correspondence, opening cases in the child support master file system, responding to inquiries regarding case and payment status, and coordinating dockets and paternity testing.

EXAMPLES OF WORK PERFORMED

Reviews child support cases to ensure completeness of information and documentation, and obtains missing information or documents from parents, court records, and other sources.

Prepares cases for court, which may include filing pleadings, setting cases on docket, monitoring service, and attending court as needed.

Monitors computer databases to identify new or updated information.

Enters, retrieves, and updates child support case information in child support computer systems.

Verifies location and employment information using all available sources.

Performs money-handling duties to process child support payments.

Researches court orders.

Coordinates, schedules, and monitors paternity tests; and processes and distributes test results.

Files pleadings with court clerks.

Responds to inquiries concerning child support cases, provides case status and payment information, and explains child support policies and procedures.

Initiates a trace on missing or returned warrants for child support payments.

Aids assistant attorneys general and child support officers in preparing cases for court and processing cases after court.

Helps locate absent parents by using correspondence and telephone contact and researching electronic databases.

Assists in conducting seminars and interviewing custodial parents to gather additional information about absent parents.

Performs related work as assigned.

DESCRIPTION OF LEVELS

Examples of work and descriptions are meant to progress through the levels. For example, an employee at level III may also perform work listed within the previous levels.

CHILD SUPPORT TECHNICIAN I: Performs moderately complex (journey-level) child support program technical assistance work. Works under general supervision, with moderate latitude for the use of initiative and independent judgment. Employees at this level may routinely assist others in performing work of greater complexity.

Note: *A senior-level employee (levels II-III) may serve in a lead worker role. Senior-level employees may perform the full range of work identified in the level preceding their own and/or coordinate that work for others. Factors that may distinguish between senior levels include the scope of responsibility and oversight; the nature, complexity, and impact of the work performed; and the employee's related experience, education, and certifications.*

CHILD SUPPORT TECHNICIAN II: Performs highly complex (senior-level) child support program technical assistance work. Works under limited supervision, with moderate latitude for the use of initiative and independent judgment. Employees at this level may:

- Monitor case processing to ensure compliance with federal guidelines and child support policy.
- Coordinate court dockets, paternity testing, and service of process.
- Prepare and reviews reports.

CHILD SUPPORT TECHNICIAN III: Performs advanced (senior-level) child support program technical assistance work. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Experience in administrative support, legal secretary, or child support program work. Graduation from a standard senior high school or equivalent is generally preferred. Education and experience may be substituted for one another.

KNOWLEDGE, SKILLS, AND ABILITIES

For all levels

- Knowledge of office practices and administrative procedures, and legal practices and terminology.
- Skill in the use of a computer and applicable software and systems.
- Ability to provide professional customer service and to communicate effectively.

Additional for Child Support Technician II – III levels

- Ability to serve as a lead worker providing direction to others.