

**Office of State Budget and Management**  
**Establish New, Receipt-Supported Positions**  
(G.S. 143-34.1)

**Agency:** Health and Human Services - Women's and Children's Health Section, Nutrition Services Branch

**Division:** Public Health

**Budget Code:** 14430

**Center Title:** WIC

**Center Number:** 1540-5403

**\*\*\* Position Information \*\*\***

**Proposed Classification:** Computing Consultant II (WIC PROGRAM **Proposed Salary Grade:** 72  
HELP DESK)

**Salary Range:** \$35,671 - \$58,389 **Proposed Effective Date:** 10 / 1 / 04

**Number of Positions:** 1

	<u><b>Center Authorized Budget</b></u>	<u><b>Current Request</b></u>
Total Budget	\$ 8,357,178	\$ 58,465
Receipts	\$ <u>8,357,178</u>	\$ <u>58,465</u>
Appropriation	\$ 0	\$ 0

Funding Source: WIC (Federal Funds) 1540-5403 already available.

Justification for Position (including description of duties and responsibilities):

Primary responsibilities of the Lead Helpdesk Coordinator position includes:

- Provides guidance to local agencies on WIC regulations and business practices, selection of food packages, and use of the food matrix.
- Guide users in the use of NC Cares claims processing system and programmatic requirements.
- Organize, plan and participate in User Acceptance Testing.
- Establish an organized system of support for all inquiries from WIC and NCCARES agency users (CARES is the automated expenditure reporting system for CACFP agencies)
- Insure all user inquiries are tracked in a support database. Development and administration of standard problem resolution codes.
- Produce WIC food instruments as needed for undercover compliance buys
- Develop and maintain a WIC ADP users procedure manual for local agencies and standard operating policies and procedures for the Helpdesk.

Allyn Guffey  
Presentation to be made by

Director of Budget and Analysis  
Title

Allyn E. Guffey  
Agency Head Signature

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State Budget Officer Signature