

CUSTOMER SUPPORT COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: This position is responsible for assisting the Regional Information Center Manager with the coordination of customer support activities related to ancillary services such as physical security technology, food service or other management systems, automated notification and broadcast systems, mobile applications and emerging technologies for school districts. Incumbents are responsible for coordinating the activities and tasks of the personnel in the Regional Information Center responsible for providing ancillary service support to districts, BOCES and municipalities in the four-county region. An employee in this class consults with school contact persons regarding system requirements, processes, orientation, training, technical support, suggestions and other requirements. This position requires a specialized understanding of security technology, food service management systems, and notification systems for school districts, BOCES and municipalities, as well as the skill set to assist, guide and motivate a team. The work is performed under the general supervision of the Student Services Manager with wide leeway allowed in carrying out the details of the work. Does related work as required.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Responsible for the requirements of physical security technology, food service management, notification system processes including defining user requirements, developing and communicating a timeline of related activities, and where appropriate, provides guidance to users regarding NYS Child Nutrition direct certification processing and other food service application reporting deadlines;

Organizes, presents and moderates quarterly regional meetings on physical security technology, automated notification systems, food service management systems and emerging technology that interfaces with MHRIC systems;

Defines the goals of the customer support services team at the Regional Information Center;

Assists the MHRIC Director or designee to develop and revise, where necessary, customer support service offerings through the Regional Information Center;

Provides assistance, guidance, clarification and motivation to customer support team;

Assists the MHRIC Director or designee to facilitate communication between district departments as it relates to the activities that support each MHRIC ancillary service offering;

Identifies training needs for district and building administrators, support personnel and other staff responsible for the MHRIC ancillary service offering(s);

Assists the MHRIC Director or designee to develop and deliver training specific to each of the ancillary service offerings;

Assists the MHRIC Director or designee to develop documentation specific to assigned ancillary service offering, as well as how each offering may interface or work together to provide a richer level of service to MHRIC customers;

Works directly with the MHRIC Manager on marketing of services and budget development;

Prepares district proposals for specifically assigned MHRIC ancillary services;

Conducts presentations for potential users and other interested groups;

Prepares and delivers presentation at regional user group meetings and, where applicable, statewide meetings;

Provides telephone, email and online webinar assistance;

Works with Regional Information Center staff to improve current services, as well as to develop new services;

Serves as expert for the Regional Information Center for customer support services as it relates to assigned ancillary services;

May provide and/or contribute evaluation input for staff working on data management service offerings such as: working knowledge of services, ability to work with district staff, analytical and training skills, problem solving strengths/weaknesses etc.;

Assists the MHRIC Manager with vendor negotiations and vendor management.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of available computer technologies and their application to ancillary services; good knowledge of the organizational functions, policies and regulations of a regional information center and component school districts; good organizational, planning and project management skills; ability to assist, guide and motivate a team; ability to gather and organize pertinent data; ability to understand and interpret complex written material; ability to prepare and deliver presentations; ability to develop and deliver trainings; ability to establish and maintain cooperative relations with others; ability to communicate effectively both orally and in writing; accuracy; thoroughness; initiative; poise; tact; courtesy and resourcefulness.

MINIMUM QUALIFICATIONS: Either:

- A. Graduation from an accredited college or university with a Master's Degree, which included or was supplemented by fifteen (15) credit hours* in Computer Science, Information Resources Management, Information Technology, Management Information Systems, Business, Education or closely related field and one (1) year of full-time paid, or its' part-time equivalent experience in customer support relating to data processing or computer operations, data processing marketing or technical support, which included or was supplemented by experience in project management; **OR**

- B. Graduation from an accredited college or university with a Bachelor's Degree, which included or was supplemented by fifteen (15) credit hours* in Computer Science, Information Resources Management, Information Technology, Management Information Systems, Business, Education or closely related field and two (2) years of full-time paid, or its' part-time equivalent experience in customer support relating to data processing or computer operations, data processing marketing or technical support, one (1) year of which included or was supplemented by experience in project management; **OR**
- C. Graduation from an accredited college or university with an Associate's Degree, which included or was supplemented by fifteen (15) credit hours* in Computer Science, Information Resources Management, Information Technology, Management Information Systems, Business, Education or closely related field and four (4) years of full-time paid, or its' part-time equivalent experience in customer support relating to data processing or computer operations, data processing marketing or technical support, one (1) year of which included or was supplemented by experience in project management; **OR**
- D. An equivalent combination of training and experience as indicated above.

Special Requirement: Possession of a valid New York State driver's license appropriate to the vehicles operated or otherwise demonstrate their ability to meet the transportation needs of the job.

ULSTER COUNTY
2073 CS SUPP CD
Classification: Competitive
2071 CSC HLP
Classification: Non-Competitive
OA

Adopted: April 4, 2022