

## **DISTRICT DISTRIBUTED INFORMATION SYSTEMS SPECIALIST**

**DISTINGUISHING FEATURES OF THE CLASS:** This position involves responsibility for providing assistance to school districts, which have an in-house AS/400 or iSeries administrative system. The work involves the responsibility for providing service for the analysis, installation, modification and support of student, financial and other computer software program applications that adapt school business or fiscal operations to computerized services supported by the Mid-Hudson Regional Information Center (MHRIC). The incumbent acts as a technical liaison between school districts and the Regional Information Center and is responsible for analyzing and resolving computer hardware and software problems for users in component school districts. This position normally resides in the Applications Training Department within the MHRIC. The work is normally performed under the general supervision of the Applications Training Manager with wide leeway allowed for exercising independent judgment in carrying out the details of the work. Supervision is not a function of this class. 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.

Acts as project manager by providing on-site technical support to school districts with an AS 400 or iSeries system;

Provides assistance to school districts in the selection, configuration and installation of the required hardware, sets up and maintains system configurations, and recommends system modifications or revisions;

Evaluates, installs, and maintains new or modified software programs for PC-based network systems which provides school districts and other BOCES organizations with the ability to perform business and financial functions;

Creates custom reports using RPG, SQL or other programming platforms;

Creates program extracts to import and migrate external databases to the AS 400 or iSeries system;

Performs imports/exports of data from the AS 400 or iSeries system;

Provides technical analysis to component school districts by identifying and isolating systematic computer problems, and working them to resolution;

Coordinates the installation and maintenance of all data communications equipment including, terminals, modems, printers and telephone lines;

Provides technical assistance and phone support to component school districts with an AS 400 or iSeries system;

Acts as a backup to on-site school district computer operator;

Analyzes software programs and procedures and communicates end-user needs to vendors if necessary;

Provides technical training of student, financial and other application support software to school district personnel and MHRIC staff;

Assists in evaluating and installing new releases of the AS/400 or iSeries operating system and running custom reports using the application software;

Coordinates services with various departments to ensure proper delivery of services to component school districts;

Prepares requisition forms for equipment when needed by two or more school districts through the Regional Information Center;

Coordinates a user group for sharing common problems and solutions;

Plans with school district administrators and support staff personnel on additional services for school districts;

Assists with coordination of ordering standard forms through a centralized purchasing agreement with MHRIC.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Good knowledge of computer software applications supported by the Regional Information Center; good knowledge of computer networks, hardware and information technology software and equipment; good knowledge of RPG, SQL or other programming languages; working knowledge of software system design; ability to modify and maintain database systems; ability to prepare and deliver training programs; ability to plan, organize and manage projects; ability to communicate effectively both orally and in writing; ability to establish and maintain effective working relationships with others; ability to follow technical directions both orally and in writing; poise, initiative, tact and resourcefulness; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** Either:

- A. Graduation from a New York State registered or regionally accredited college or university with an Associate's Degree in Management Information Systems, Computer Science, Information Resources Management, Information Technology, or a closely related field and three (3) years of experience involving training and/or technical support for a facility or business utilizing the RPG, SQL or other programming languages; **OR**
- B. Successful completion of fifteen (15) credit hours\* in Management Information Systems, Computer Science, Information Resources Management, Information Technology, or a closely related field offered by a technical training institute, college or a corporate training program and four (4) years of experience involving training and/or technical support for a facility or business utilizing the RPG, SQL or other programming languages; **OR**

C. Graduation from high school or possession of a high school equivalency diploma and five (5) years of experience involving training and/or technical support for a facility or business utilizing the RPG, SQL or other programming languages; **OR**

D. An equivalent combination of training and experience as indicated above.

\*Coursework in the use of specific programs such as WORD, EXCEL or ACCESS and data entry is not acceptable.

**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  
2805 DD IS SPEC  
Classification: Competitive  
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