

## **EDUCATIONAL TECHNOLOGY SPECIALIST**

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves providing expertise to Ulster BOCES and/or participating districts to implement and maintain solutions, including cloud-based solutions, that support technology systems related to end devices, Local Area Networks (LANs) and Wide Area Networks (WANs). An employee in this class monitors, manages and maintains the daily operational performance of solutions. The duties of this position also include assisting in project management in cooperation with a supervisor. The work is performed under the general supervision of a higher-level employee with considerable leeway allowed for exercising independent judgement 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.

Works with immediate supervisor, team and internal staff to understand unique solution needs;

Researches, surveys and collects needed information;

Analyzes, troubleshoots and supports technology systems solutions;

Monitors, manages and maintains the daily operational performance of solutions;

Coordinates preventative maintenance and/or corrective programs with vendor service personnel;

Provides hardware support for LANs, WANs and end devices;

Provides support in the installation and updating of LANs, WANs and end devices to support solutions;

Proposes and presents new technology solutions for consideration and implementation to meet needs and requirements;

Works with others to design solutions for the delivery of services;

Provides guidance and training to school district personnel to improve the understanding and expertise throughout the district;

Assists in project management in cooperation with supervisor;

Maintains up-to-date documentation;

Works with other professionals to provide high-level customer service;

Keeps current on new and emerging technologies;

Provides a written weekly status report to supervisor.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Thorough knowledge of network support solutions and end device management solutions; good knowledge of end point device deployment technologies; good knowledge of the concepts, use and abilities of Local Area Networks and Wide Area Networks (LANs and WANs); working knowledge of mainstream LAN, WAN and end device related hardware; ability to install and update LAN/WANs and end devices; ability to perform technical analysis and troubleshooting tasks; ability to provide guidance and training regarding the implementation and maintenance of solutions; ability to stay current with changes in technology; ability to establish and maintain cooperative relations with others; ability to communicate effectively both orally and in writing; good technical aptitude; good organizational, project management and customer service skills; initiative; tact; sound judgment.

**MINIMUM QUALIFICATIONS:** Either:

- A. Graduation from a New York State registered or regionally accredited college or university with a Bachelor's Degree, which included fifteen (15) credit hours\* in Computer Science, Management Information Systems, Information Resources Management, Information Systems, Information Technology, or a closely related field and one (1) year of full-time paid, or its' part-time equivalent, technical experience involving Local/Wide Area Networks and end devices and/or technical support in a computer center environment; **OR**
- B. Graduation from a New York State registered college or university with an Associate's Degree, which included fifteen (15) credit hours\* in Computer Science, Management Information Systems, Information Resources Management, Information Systems, Information Technology, or closely related field and three (3) years of full-time paid, or its' part-time equivalent, technical experience involving Local/Wide Area Networks and end devices and/or technical support in a computer center environment; **OR**
- C. Possession of a diploma or certificate of completion in a program of study in computer networking and/or A+ certification and/or Operating Systems Software Support or substantially similar program from a technical school licensed by the New York State Department of Education and four (4) years of full-time paid, or its part-time equivalent technical experience involving Local/Wide Area Networks and end devices and/or technical support in a computer center environment; **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.

