

SPECIAL EDUCATION SERVICES SPECIALIST III

DISTINGUISHING FEATURES OF THE CLASS: This position involves the responsibility of assisting component school district administrators and support personnel with the efficient management of special education services. The work involves the responsibility of providing assistance with the coordination and delivery of the specialized application of PC and LAN-based special education services, Medicaid in Education and intervention computer software applications in the school districts. The work involves consulting with school contact persons for system requirements and processes, orientation, training, technical support, suggestions and other application requirements. Incumbents in this class provide on-site, telephone or Internet support to resolve user-related software problems and/or training needs. The position normally resides in the Testing and Special Services Department within (MHRIC). The position differs from the Testing Services Specialist positions by virtue of possessing specialized knowledge in the special education field. This position differs from the Special Education Services Specialist II by virtue of requiring a higher in-depth knowledge of Federal and New York State special education, Medicaid in Education and intervention terminology, as well as data analysis processes. The work is normally performed under the general supervision of the Testing and Special Services Manager with considerable leeway allowed for exercising independent judgment in carrying out the details of the work. Supervision is not normally 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.

Reviews and critiques additional software products, in related areas, to offer to districts;

Organizes and conducts marketing presentations to large groups of school educators;

Leads and coordinates all aspects of software user group meetings for the sharing of common problems and solutions;

Develops and presents special education and intervention of NYS related information to school district Data Administrators;

Implements new software products in school districts, provides outstanding customer service and resolves client issues throughout the implementation process;

Develops and delivers end-user training, as well as develops training material to support a suite of custom software applications;

Informs end-users of new application features and obtains feedback;

Creates how-to documentation (e.g. Tip sheets) for the assigned applications and ensures workflows are accurately represented;

Conducts implementation analysis and training sessions with clients (remotely and at client location) to facilitate solution configurations and interface set-up;

Specializes in training new and/or experienced school district administrators and support personnel, one-on-one or in groups, in the use of student reporting services related to special education requirements and Medicaid entitlements;

Develops and manages project plans to ensure timely completion of implementations;

Works with Computer Application Programmers to achieve smooth transition of legacy data;

Delivers new MHRIC hire and internal training on new and currently supported software products;

Assists with prioritizing the enhancements and maintenance for applications;

Analyzes and identifies trends in projects and devises remediation measures;

Provides end-user support via telephone, e-mail and online screen sharing;

Serves as liaison to school districts for special education, Medicaid and intervention applications;

Serves as subject matter expert for the MHRIC regarding specific software applications related to special education, Medicaid and intervention management;

Consults with school district administrators and support personnel on the development, maintenance and effectiveness of applications;

Attends relevant statewide meetings, user groups and committees.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Thorough knowledge of computer software applications supported by a Regional Information Center; good knowledge of special education management applications, special education and Medicaid terminology and processes; good knowledge of the organization functions, policies and regulations of a regional information center and component school districts; good knowledge of the principles and practices of computerized record maintenance; good knowledge of NYSED Data Warehouse reporting responsibilities regarding special education, Medicaid in Education and intervention software applications; working knowledge of available computer technologies and their application to the instructional environment; working knowledge of computer hardware and software technology; ability to problem-solve computer user related problems relative to software technology; ability to plan, organize and coordinate projects; ability to conduct presentations; ability to prepare, coordinate and lead training programs; ability to maintain confidentiality; ability to establish and maintain cooperative relations with others; ability to communicate effectively both orally and in writing; poise, tact and resourcefulness.

MINIMUM QUALIFICATIONS: Either:

- A. Possession of a Bachelor's Degree and three (3) years (full-time paid, or its' part-time equivalent) experience in applying technology training and support by phone or on-site to users and/or experience in reporting Special Education and Medicaid mandates; **OR**
- B. Possession of an Associate's Degree and five (5) years (full-time paid, or its' part-time equivalent) experience as outlined in A above; **OR**
- C. Successful completion of fifteen (15) credit hours* in Computer Science, Information Resources Management, Information Technology, Management Information Systems, Special Education, Education, Psychology or closely related field offered by a technical training institute, college or a corporate training program and six (6) years (full-time paid, or its' part-time equivalent) experience as outlined in A above; **OR**
- D. Graduation from high school or possession of a high school equivalency diploma and seven (7) years (full-time paid, or its' part-time equivalent) experience as outlined in A above; **OR**
- E. 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.

Note: Your degree or college credits must have been awarded or earned by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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
6881 SE SPE III
Classification: Competitive
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Adopted: September 15, 2022