

STUDENT SERVICES MANAGER

DISTINGUISHING FEATURES OF THE CLASS: This position is responsible for the efficient management and administration of the Student Services Department. The work involves the responsibility of overseeing the delivery of student services to component school district administrators and support personnel. The incumbent is responsible for overseeing the marketing of the systems, software and services providing student attendance, grade reporting, scheduling, and other student services to the component school districts. The work is performed under the general supervision of the Director of the Mid-Hudson Regional Information Center (MHRIC). General supervision is exercised over staff in the delivery of services to school districts. 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.

Designs and plans the promotion and presentation of services as well as ensuring the delivery of computerized student services applications;

Develops software and support proposals for computerized student services applications in the school districts;

Oversees and assesses the development and delivery of training classes for clients districts;

Prepares and presents hardware recommendations and proposals, with guidance from MHRIC technical staff;

Supervises the staff of student services specialists in providing clear communications and organized, focused program support to school districts;

Consults with district administrators to discuss their service and training needs;

Attends statewide committee meetings to develop short and long range plans for the use of technology in education;

Negotiates statewide contracts with vendors;

Meets with MHRIC administrators and managers to plan on-going customer support and development of new services;

Researches and evaluates potential new applications and services;

Attends NYS State Education Department (SED) meetings periodically to assess impact of SED reporting requirements on current or proposed student services applications;

Assists in budget development, monitors expenditures and approves purchase orders within approved guidelines;

Reviews and evaluates the work of staff and prepares periodic performance reports.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of the capabilities, function and potential of computer technologies and their application to the instructional environment; good knowledge of educational philosophies and trends; good knowledge of the principles of management and administration; good marketing skills; good organizational skills; ability to direct, plan, schedule and evaluate the work of others; ability to conduct presentations and supervise the development of training programs; ability to establish and maintain cooperative relations with clients and personnel; ability to understand and carry out complex oral and written instructions; ability to communicate effectively both orally and in writing; poise, initiative, tact and resourcefulness.

MINIMUM QUALIFICATIONS: Either:

- A. Possession of a Master's Degree and two (2) years (full-time paid, or its' part-time equivalent) experience in applying technology training and support by phone or on-site to users which included or was supplemented by experience in project management; **OR**
- B. Possession of a Bachelor's Degree and four (4) years (full-time paid, or its' part-time equivalent) experience in applying technology training and support by phone or on-site to users, two (2) years of which included or was supplemented by experience in project management; **OR**
- C. Possession of an Associate's Degree and six (6) years (full-time paid, or its' part-time equivalent) experience in applying technology training and support by phone or on-site to users, two (2) years of which included or was supplemented by experience in project management; **OR**
- D. An equivalent combination of training and experience as indicated above.

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.