

## **STUDENT SERVICES SPECIALIST II**

**DISTINGUISHING FEATURES OF THE CLASS:** This position involves the responsibility of assisting component school district administrators and support personnel with the efficient management of student data services. The work involves the responsibility of assisting the Student Services Manager with the coordination and delivery of the specialized application of student services in the school districts. Incumbents are responsible for providing support services in the reporting of student registrations, attendance, grade reporting, scheduling, discipline and medical records. This position normally resides within the Student Services Department within the Mid-Hudson Regional Information Center (MHRIC). This position differs from the Student Services Specialist I by virtue of the responsibility of project management duties. The work is normally performed under the general supervision of the Student Services Manager with leeway allowed for exercising independent judgement in carrying out 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.

Trains school district administrators and support personnel, one-on-one or in groups, in the use of computerized student services applications;

Acts as project manager and coordinator for the installation of student services applications and identifies the need for training (both initial and ongoing) on the MHRIC supported student management systems;

Organizes and conducts marketing presentations to the component school districts;

Serves as liaison to component school districts for student management services by setting parameters for the set-up, configuration and maintenance of student services software applications;

Provides telephone support to school district personnel, including instruction on entering data, generating reports, trouble shooting and diagnosing applications problems;

Consults with school district personnel on the on-going development, maintenance and effectiveness of applications, and recommends system modifications or revisions;

Customizes technology solutions for district administration, and develops the necessary training programs by working with districts in determining their long-term objectives and goals within a regulated environment;

Researches and develops new materials needed for training, analyzes and evaluates class effectiveness, and researches new software applications and course materials;

Generates periodic NYS Education Department (SED) reports for the client districts;

Assists the BOCES Student Services Manager in orienting and providing direction to lower level or new employees;

Coordinates and makes presentations for user meetings to develop strategies for finding solutions to common issues;

Trains Regional Information Center personnel on student services applications.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Good knowledge of computer software applications supported by the Regional Information Center; good knowledge of the organization functions, policies and regulations of a regional information center and component school districts; working knowledge of available computer technologies and their application to the instructional environment; working knowledge of computer hardware and software technology; good marketing skills; ability to plan, organize, and manage projects; ability to problem-solve computer user related problems relative to software technology; ability to prepare and deliver training programs; ability to communicate effectively both orally and in writing; ability to establish and maintain cooperative relations with others; ability to understand and carry out complex oral and written instructions; poise, tact, and resourcefulness.

**MINIMUM QUALIFICATIONS:** Either:

- A. Possession of a Bachelor'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; **OR**
- B. Possession of an Associate'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; **OR**
- C. Successful completion of fifteen (15) credit hours\* in Computer Science, Information Resources Management, Information Technology, Management Information Systems, Education or closely related field offered by a technical training institute, college or a corporate training program and five (5) years (full-time paid, or its' part-time equivalent) experience in applying technology training and support by phone or on-site to users; **OR**
- D. Graduation from high school or possession of a high school equivalency diplomas 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; **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  
6987 ST SPEC II  
Classification: Competitive  
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