

STUDENT 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 student data services. The work involves the responsibility of assisting the Student Services Manager with the coordination of student applications for school districts, new hire training, vendor relations and budgeting. The incumbent is responsible for interfacing with RIC personnel and for consulting with school contact persons for system requirements and processes, orientation, training, technical support, suggestions and other application requirements. This position requires a specialized understanding of applications, which may include student enrollment, attendance, test scoring, scheduling, grades, guidance and NYSED Data Warehouse reporting requirements. The work is normally performed under the general supervision of the Student Services Manager with considerable leeway allowed for exercising independent judgement in carrying out 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 student software applications to offer to component school districts;

Specializes in training new and/or experienced school district administrators and support personnel, one-on-one or in groups, in the use of computerized student services applications;

Prepares appropriate documentation for applications;

Assists in prioritizing the enhancements and maintenance for applications;

Serves as subject matter expert (SME) for the RIC in specific student software applications, which may include test scoring, attendance, scheduling, grades or guidance;

Acts as the lead between the student services and programming team;

Leads the timely implementation of new student software products in school districts by developing a detailed work plan and project plan that identifies the activities needed to successfully complete the project;

Serves as liaison for student applications for school districts;

Provides end-user support including instruction on entering data, generating reports, trouble shooting and diagnosing applications problems, via telephone, e-mail and online screen sharing;

Works with computer center staff to improve current services, as well as to develop new services;

Assists the RIC Manager with budget development, vendor negotiations and vendor management;

Prepares district proposals for RIC student applications;

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

Prepares materials for meeting and training sessions, and leads and coordinates same;

Conducts presentations for potential users and other interested groups;

Attends and participates in statewide meetings as a representative of the RIC.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough 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; good knowledge of available computer technologies and their application to the instructional environment; good knowledge of NYSED Data Warehouse reporting responsibilities regarding student software applications; 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 conduct presentations; ability to prepare, coordinate and lead training programs; ability to communicate effectively both orally and in writing; ability to maintain confidentiality; 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 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; **OR**
- B. Possession of an Associate's Degree 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**
- 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 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**
- D. Graduation from high school or possession of a high school equivalency diplomas and seven (7) 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
6991 ST SPE III
Classification: Competitive
OA

Adopted: September 15, 2022