

TESTING SERVICES SPECIALIST I

DISTINGUISHING FEATURES OF THE CLASS: This position involves the responsibility of assisting component school district administrators and support personnel with the efficient management of test scoring and reporting services. The work involves the responsibility of providing assistance with the coordination and delivery of the specialized application of testing services in the school districts. Incumbents are responsible for assisting in providing services in the areas of test scoring and state assessment reporting to the New York State Education Department and the processing of the NYS English Language Arts (ELA), math assessments and other standardized assessments. This position normally resides in the Testing and Special Services Department within the Mid-Hudson Regional Information Center (MHRIC). The position differs from the Testing Services Specialist II by virtue of not having the responsibility of project management duties. The work is normally performed under the general supervision of the Testing and Special Services Manager with leeway allowed for exercising independent judgment 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.

Coordinates and provides test scoring and reporting services to component school district administrators and support personnel by utilizing test scoring and reporting software applications;

Provides data management services by facilitating the exchange of data files from school districts or in-house student systems for printing NYS tests, standardized tests, school demographics and/or assessment data in compliance with the NYS Department of Education;

Provides on-site computer software applications training for component school district administrators and support personnel performing testing reporting services including hands-on, step-by-step instruction on entering data and generating reports;

Provides telephone support to school district administrators and support personnel performing testing reporting services including instruction on entering data and generating reports, reviewing the on-site training, analyzing, researching and resolving reported problems;

Prepares appropriate documentation for computer applications, including the editing of scanned test data, sending electronic files for scoring and receiving electronic files for printing of test results;

Coordinates a user group for sharing common problems and solutions;

Serves as liaison for testing and reporting applications for school districts;

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

Prepares materials for meetings and training sessions that support application requirements;

Works with Regional Information Center staff to improve current services, recommending systems modifications or revisions;

Keeps apprised of current regulatory changes and how to incorporate into applications.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of computer software applications supported by the Regional Information Center; working knowledge of the organizational functions, policies and regulations of a regional information center and component school districts; working knowledge of district testing processes and procedures; working knowledge of available computer technologies and their application to the instructional environment; working knowledge of computer hardware and software technology; working knowledge of the principles and practices of computerized record maintenance; ability to problem-solve computer user related problems relative to software technology; ability to prepare and deliver training programs; 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. Graduation from an accredited college or university with a Bachelor's Degree and one (1) year (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 involving standardized testing assessment or experience using complex software application systems; **OR**
- B. Graduation from an accredited college or university with an Associate'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 involving standardized testing assessment or experience using complex software application systems; **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 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 and/or experience involving standardized testing assessment or experience using complex software application systems; **OR**
- D. Graduation from high school or possession of a high school equivalency diploma 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 and/or standardized testing assessment or experience using complex software application systems; **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.

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
7252 TEST SP I
Classification: Competitive
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