

TESTING 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 test scoring and reporting services. The work involves the responsibility of assisting the Testing and Special Services Manager with the coordination and delivery of the specialized application of testing services in the school districts. Incumbents are responsible for 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 resides in the Testing and Special Services Department within the Mid-Hudson Regional Information Center (MHRIC). The position normally differs from the Testing Services Specialist I by virtue of 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.

Acts as project manager and coordinator for the installation of testing services identifying the need for training on MHRIC supported testing software;

Develops district-specific demographic data and prepares appropriate documentation for securing targeted assistance based on the test assessment data;

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

Provides data management services by facilitating and exchanging 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 Education Department;

Provides on-site computer software applications training for component school district administrators and support personnel in the use of test scoring and reporting systems;

Serves as liaison to school districts for all questions related to testing, reporting, and guidance applications;

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

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

Trains Regional Information Center personnel on applications;

Coordinates a user group for sharing common problems and solutions;

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; good knowledge of the organizational functions, policies and regulations of a regional information center and component school districts; good 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; 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. Graduation from an accredited college or university with 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 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 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**
- 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 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 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 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
7253 TEST SP II
Classification: Competitive
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Adopted: December 22, 2003
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