TESTING 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 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 may be 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. The work also involves supporting the NYSED Data Warehouse and use of the Student Information Repository System (SIRS). This position 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 the responsibility for training Testing Services Specialist I's and II's and the expectation of high-level knowledge regarding the rules, regulations and applications associated with the NYSED Data Warehouse and use of the SIRS, as well as the ability to independently interpret NYSED data requirements and regulations. The work is normally performed under the general supervision of the Testing and Special Services Manager with considerable leeway allowed for exercising independent judgment in carrying out the 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 additional software products, in related areas, to offer to districts;

Organizes and conducts marketing presentations to large groups of school educators;

Leads and coordinates all aspects of software user group meetings for the sharing of common problems and solutions;

Develops and presents NYS reporting information to school district Data Administrators and other relevant stakeholders;

Develops and delivers end-user training, as well as develops training material to support a suite of custom software applications;

Informs end-users of new application features and obtains feedback;

Creates how-to documentation (e.g. Tip sheets) for the assigned applications and ensures workflows are accurately represented;

Conducts implementation analysis and training sessions with clients (remotely and at client location) to facilitate solution configurations and interface set-up;

Assists with prioritizing the enhancements and maintenance for applications;

Analyzes and identifies trends in projects and devises remediation measures;

Acts as project manager for the NYSED Data Warehouse Project;

Attends relevant statewide meetings, user groups and committees;

Serves as subject matter expert regarding all applicable laws, rules and regulations regarding NYSED reporting requirements and deadlines, and notifies supervisor of any issues;

Provides end-user support via telephone, e-mail and online screen sharing;

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

Recommends system modifications or revisions, which will improve the tasks of users as well as center staff;

Specializes in training new and/or experienced school district administrators and support personnel in the use of computerized applications through individual district and/or group meetings;

Serves as liaison to school districts for NYS Data Warehouse and associated applications;

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

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of computer software applications supported by the Regional Information Center; good knowledge of the rules, regulations and applications associated with the NYSED Data Warehouse and use of the Student Information Repository System (SIRS); good knowledge of the principles, practices and techniques of conducting individual and/or group training programs; 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; 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, and evaluate effectiveness of 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; ability to read and interpret NYSED data requirements and regulations; ability to maintain confidentiality; 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 and/or experience involving standardized testing assessment or experience using complex software application systems; **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 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 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 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 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 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.

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   Adopted: September 15, 2022
7254 TEST S III
Classification: Competitive
7258 TS III HLP
Classification: Non-Competitive
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