

ACCOUNT EXECUTIVE LIAISON
(BOCES #2)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, the incumbent of this position acts as liaison between the BOCES Lower Hudson Regional Information Center (RIC) and all user school districts, and has overall responsibility for ensuring that user school districts are satisfied with all services provided by the RIC, which are either administrative and/or instructional/educational technology services. In addition, position interfaces with the technology group to assist in the development of new applications in order to meet users' needs for product enhancements/improvements, new services, etc. Further, position has responsibility for a marketing/sales effort which is intended to attract new users, as well as market additional services to current users. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Interfaces with District Superintendents and business officials in order to ensure satisfaction with all RIC services whether administrative or instructional/educational (technology) in nature;

Provides a clear method of communication with the LHRIC through a single point of contact;

Ensures that services are delivered in a cost effective manner by coordinating the efforts of all RIC personnel servicing the district and eliminating any unnecessary overlapping of services;

Monitors the delivery of services within a school district to ensure that quality standards are met;

Ensures that the necessary training and support is provided for users by identifying those resources (personnel from various divisions of RIC) required to provide such support;

Develops a method for billing (pricing) of the services to be provided;

Interfaces with technology group in order to assist in the development of new applications to meet user's current needs and to anticipate future needs;

Interfaces with the technology group in order to assist in the development of new applications in order to meet users' current needs and to anticipate users' future needs;

Develops proposals for new business opportunities;

Functions as key person for districts implementing new products/services and makes refinements to those products/services over time so that they may be used in multiple districts;

Functions as primary person for marketing/sales efforts in the districts for the purpose of attracting new users and selling additional services to current users;

Functions as a resource for informal planning and guidance and the sharing of pertinent information;

Develops sales literature and merchandising techniques for each product and/or service;

Prepares monthly status reports summarizing activities within user districts involving all RIC services/programs;

EXAMPLES OF WORK: (Illustrative Only) (Continued)

Participates in all high-level strategy meetings;

Uses computer applications or other automated systems such as spreadsheets, word processing, e-mail and database software in performing work assignments.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the requirements of computer programming, operations, applications and day-to-day administration, thorough knowledge of project management;; ability to establish effective working relationships with school district personnel and RIC staff; ability to communicate systems services, goals and objectives to users; ability to communicate effectively both orally and in writing; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software initiative; tact; resourcefulness; sound judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of a high school equivalency diploma and eight (8) years of work experience in which the primary function was either customer account management, project management† or systems management† in the field of information technology.

†DEFINITIONS: Project management is defined as having responsibility for the enforcement of a project's goal. Systems management is defined as including the following responsibilities: interviews district (client), develops proposals, develops implementation schedule, implements pilot test of system, develops user training, ensures that system becomes fully operational.

SUBSTITUTION: Satisfactory completion of 30 college credits* may be substituted on a year for year basis for up to four (4) years of the above referenced work experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS:

In accordance with the Safe Schools Against Violence in Education (SAVE) legislation, Chapter 180 of the Laws of 2000, and by the Regulations of the Commissioner of Education, candidates for appointment in school districts must obtain clearance for employment from the State Education Department prior to employment based upon a fingerprint and criminal history background check.