

CUSTOMER SERVICE COORDINATOR - EDUCATIONAL TECHNOLOGY

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of higher-level management, the incumbent supervises and implements educational technology services provided by BOCES in school districts. The incumbent resolves district problems related to integrating technology into education, trains district users, assists districts in planning for educational technology, and promotes BOCES Lower Hudson Regional Information Center services to user districts. Supervision can be exercised over Senior Facilitators-Educational Technology, Facilitators-Educational Technology and other lower level staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Organizes, prepares and conducts and/or supervises programs in the areas of computer educational technologies;

Provides assistance to participating districts, usually in the form of instructional applications;

Provides consulting services to participating districts in areas of program direction, equipment purchasing and software support;

Supervises lower level staff in maintaining state-of-the-art resource labs;

Promotes BOCES services to school districts;

Coordinates training needs for districts and assigns staff to conduct training sessions;

Refer questions and problems involving computer hardware, connectivity, software and peripheral equipment associated with the computer system to the appropriate specialist.

Assess and identify school district educational technology needs;

Investigate, review and recommend software packages for training purposes;

Demonstrating new or upgraded applications and/or equipment to teachers and/or staff;

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

May perform other incidental tasks, as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the instructional benefits and capabilities of computers and educational computing environments/networks; thorough knowledge of educational standards and practices; thorough knowledge of personal computers and peripheral devices and their instructional applications; good knowledge of the function and operation of computers/computing devices; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES (cont'd.):

communicate the systems services goals and objectives to users; ability to establish and maintain effective working relationships with school district personnel and BOCES staff; 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; skill in communicating both orally and in writing; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Either (a) Associate's degree* and five (5) years of experience where the primary function of the position was conducting training using educational technology**; or (b) Bachelor's degree* and three (3) years of experience as outlined in (a); or (c) Master's degree* and two (2) years of experience as outlined in (a).

SUBSTITUTION: A Bachelor's or Master's degree* in Education and possession of current teacher's certification may be substituted for one year of the required experience.

**Educational technology is defined as a variety of technological tools (e.g., Smartboards, Internet, cable television in the classroom, DVD players, digitalized video, personal computers and related equipment, such as scanners, printers, etc.) used in order to improve and enhance classroom instruction.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating 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.

BOCES #2 Lower Hudson
Regional Information Center
J. C.: Competitive
1d

Job Class Code: S781