

## CUSTOMER SERVICES COORDINATOR - INFORMATION RESOURCE MANAGEMENT

GENERAL STATEMENT OF DUTIES: Coordinates the interdepartmental interface between the user and systems, telecommunications and operations for the Information Resource Management Department; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of the Supervisor - IRM, position coordinates work projects within the IRM Department, resolves user problems and promotes BOCES services. Position is involved with training sessions provided to users as well as providing recommendations for microcomputer hardware and software selections. Position has supervisory responsibility over support positions (i.e., Customer Service Representative).

### EXAMPLES OF WORK: (Illustrative Only)

Schedules work and production consistent with department priorities;

Coordinates activities of IRM staff to meet established schedules;

Assists staff in review of documentation for clarity before making available to user;

Gives technical assistance to user as relates to hardware and software needs;

Completes work orders for hardware requests and follows-up on orders;

Markets BOCES services to potential clients through presentations, video programs, training programs;

Reviews customer complaints, concerns and application problems and investigates their causes, identifies problem source and requests remedial actions to be taken by IRM staff;

Maintains up-to-date knowledge about systems software and hardware supplied by manufacturers;

Works with user in relation to special application requests for microcomputers.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the capabilities of the input and output of computerized data; good knowledge of microcomputers and peripherals and their applications; good knowledge of the function and operation of the computer terminal; ability to communicate the systems services, goals and objectives to users; ability to gather and analyze information and draw logical conclusions; ability to establish and maintain effective working relationships with school district personnel and BOCES staff; skill in communicating both orally and in writing; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of a high school equivalency diploma and either (a) graduation from a recognized college or university with a Bachelor's degree in Computer Science, Data Processing or MIS and two (2) years full time experience or its part time equivalent in operations work such as data control, computer operations, customer relations relating to data processing or computer operations, data processing marketing or technical support; or (b) graduation from a recognized college or university with an Associate degree and four (4) years of full-time experience or its part time equivalent as outlined in (a); or (c) six (6)years experience as outlined in (a); or (d) a satisfactory equivalent combination of the foregoing training and experience.

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.