

MANAGER - STUDENT SERVICES
(BOCES #2)

GENERAL STATEMENT OF DUTIES: Supervises personnel and operations within the Student Services Unit; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for the development of procedures for effective utilization of computerized student information systems by the establishment of intercommunications between the BOCES Lower Hudson Regional Information Center and member schools to facilitate the various aspects of student applications (i.e.; grade reporting, attendance, class scheduling, learning management). The major emphasis of the position is in the use and function of the specific data applications of the system and how these can be utilized to meet the current and potential needs of the user. This position is distinct from the programming, analytical or technical support classifications in that there is no involvement in the development of the computer system, its language or design. This position is involved in preparing and reviewing design and functional systems specifications. General supervision is received from Assistant Director - Administrative & Management Services, with work being reviewed through consultation on specific problems. Position has supervisory responsibility over a number of support positions (ie: Customer Service Representatives, Customer Service Coordinator).

EXAMPLES OF WORK: (Illustrative Only)

Plans, organizes and directs operations and personnel of Student Services Unit;

Establishes, issues and enforces policies and standards for Student Services Unit;

Oversees coordination for development of procedures and schedules for the efficient flow of work;

Coordinates unit activities with data processing demands of users;

Confers with Assistant Director - Technical Operations regarding computer applications and uses, informational needs, operational problems, and service requirements;

Reviews requests for additional data processing services and identifies impact on current and planned resources;

Recruits, selects, assigns and trains support personnel;

Develops written guidelines for school district users, in relation to modifications of student services software;

Establishes and provides programs for end user training, i.e., training in student applications;

EXAMPLES OF WORK: (Illustrative Only) (continued)

Works closely with BOCES Programming/Systems personnel to assess current data applications and enhancements;

Analyzes Unit activities with data processing demands of users.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the use, function and potential of computerized student record keeping services in an educational environment; good knowledge of the capabilities involved in the input and output of computerized data; good knowledge of computers and related data processing and database systems; good oral and written communication skills; administrative and supervisory ability; ability to prepare written materials and reports; ability to gather and analyze information and draw logical conclusions; ability to train user personnel in the operation and application of new, modified or expanded procedures of a computerized student record keeping system; ability to lead discussions and make formal presentations; ability to establish and maintain effective working relationships with school district personnel and Information Center staff; ability to think creatively and logically; tact; sound judgment; 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 regionally accredited or New York State registered college or university with a baccalaureate degree and four years of responsible experience in data processing operations management, project management, or computerized student records keeping systems including two years in a supervisory capacity; or (b) eight years of full time experience or its part time equivalent as described in (a) including the two years of supervisory experience; or (c) 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.