SPECIALIST MANAGEMENT INFORMATION SERVICES
(BOCES #2)

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of a Department Manager, this position provides expertise in the NYS SIRS data reporting system and/or one of the various information management systems/applications that the BOCES Southern Westchester Lower Hudson Regional Information Center (RIC) provides to school district users, e.g., data services, financial services, student services, or instructional services. An incumbent provides the first level of support to vendors, Customer Service Representatives and other service providers. Further, this position acts as a liaison to the district, along with Department Managers, Customer Service Coordinators, and Customer Service Representatives in order to facilitate communication between the users and RIC to ensure accurate and effective use of the NYS SIRS data reporting system and/or management systems/applications. Supervision may be a responsibility of this position. The Specialist MIS is distinguished from the Customer Representative I position by the level of expertise. The Specialist MIS understands all of the applications that BOCES supports and provides training and first line support to the Customer Service Representatives in their assigned applications. Does related duties as required.

EXAMPLES OF WORK: (Illustrative Only)

User Liaison and Assistance

Acts as point of contact between vendors, school district personnel and the RIC for assigned applications;

Responds to user problems and tracks a problem's path to resolution;

Provides informational materials to users and assists other RIC personnel in the development of newsletters and other guidance documents that disseminates information to users;

Prepares and presents informational material for assigned applications at vendor/school district user meeting;

Researches any questions/problems from vendors/districts;

Assists in the preparation of user documentation.

Training and Consultation

Develops and coordinates training for vendors/districts in all assigned applications;

Provides training for Customer Service Representatives and district users in the concept of assigned applications;

Assists other Specialists and other RIC personnel involved in consulting with district in use of applications;

Attends staff, technical, and user group meetings to provide information on assigned applications.

Relationship and Operations

Provides backup for Customer Service Representatives and other RIC personnel;

Initiates any Maintenance and Enhancement Requests for assigned applications;

Prepares necessary correspondence to vendors and school district personnel;

Assists NYS Department of Education and Systems personnel in applications development and testing.

Work Flow

Works with vendors, school district and RIC personnel to prepare time planning/project implementation schedules;

Informs Coordinators, Managers and school district personnel of deadline changes or deviations from approved schedule.

Other Duties

Assists in Disaster Recovery planning and processing by ensuring that users have appropriate back up and recovery procedures in place; provides guidance and training in best practices for state reporting;

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

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of microcomputers and distributed applications; thorough knowledge of project management;; ability to establish effective working relationships with school district personnel and RIC staff; ability to communicate effectively both orally and in writing; ability to plan and organize; ability to manage multiple assignments and priorities; 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, calendar, e-mail and database software; initiative; tact; resourcefulness; sound judgement; 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 five (5) years of data processing experience which must have been in software applications support and training.

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

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 Department of Education 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.