

IT SPECIALIST (BOCES)

DISTINGUISHING FEATURES OF THE CLASS: This position is responsible for the maintenance, operation, and implementation of computers, networks, systems, data, and/or software. The incumbent has responsibility for the effective operation of information technology services and support for BOCES, serves as a technical expert for the development, implementation, management, and support of systems, networks, data, and/or software. The work is performed under the general supervision of management with leeway allowed for the use of independent judgment in carrying out the details of the work. Does related work as required.

TYPICAL WORK ACTIVITIES:

Provides IT support for various BOCES and school districts and/or systems;
Researches, designs and implements the appropriate technologies to support and improve communications, access to information, and end-user productivity;
Tests and evaluates computers, networks, systems, data, and/or software as requested;
Provides support for various BOCES and school district services and/or systems, via phone, chat, video conferencing, in person, and written through ticketing systems;
Assists third party vendors with implementation and maintenance of their systems;
Regularly evaluates IT systems to ensure they meet the necessary demands;
Ensures that computer hardware and software, networks and servers work consistently and accurately;
Assists with budget activities as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of various computer hardware and software technologies;
Thorough knowledge of hardware and software configuration for servers, networks, computers, and peripherals;
Good knowledge of troubleshooting systems and hardware;
Good knowledge of current school information systems and applications;
Ability to move between duties and responsibilities to effectively prioritize and manage schedules;

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Ability to establish and maintain effective working relationships;
Ability to exercise good judgment in evaluating situations, making decisions, and establishing priorities;
Ability to coordinate multiple initiatives simultaneously;
Ability to follow complex oral and written instructions;
Ability to express oneself clearly and concisely, both orally and in writing;
Ability to train others;
Attention to detail;
Initiative;
Tact;

MINIMUM QUALIFICATIONS:

A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree or higher and one (1) year of experience involving the installation of computer hardware and software, or configuration and administration of local and wide area networks; OR

B) Graduation from a regionally accredited or New York State registered college with an Associate's degree and three (3) years of experience involving the installation of computer hardware and software, or configuration and administration of local and wide area networks; OR

C) Graduation from high school or possession of an equivalency diploma and five (5) years of experience involving the installation of computer hardware and software, or configuration and administration of local and wide area networks; OR

D) An equivalent combination of training and experience as defined by the limits of A), B), and C) above.

SUBSTITUTIONS: 1) One year of experience stated above may be substituted for a current Broome-Tioga BOCES employee with successful completion of thirty (30) hours of recent (within the last twelve months) approved subject matter related to SCRIC Academy coursework. 2) An additional year of experience stated above may be substituted for ongoing development opportunities to assist with applying the SCRIC Academy coursework.

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SPECIAL REQUIREMENT: Depending on the job location and/or department, possession of a valid driver's license to operate a motor vehicle in the State of New York may be required at time of appointment.

SPECIAL REQUIREMENT: Per regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment for the State of Education Department is required. Special Note: Because of the radical evolution of technology in this field, qualifying experience must have been gained within the last five (5) years.

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