

COMPUTER SERVICES COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for coordinating procedures for effective use of educational computer services by the establishment of intercommunications between the Regional Computer Center and local school districts. The incumbent acts in a liaison capacity to provide training in the use of existing services, to investigate and evaluate potential use of application features and to identify and assist in the resolution of problems relating to the use of system data. Several Computer Services Coordinator positions exist within the computer center and involve the areas of financial services, student services, testing and evaluation, and computer assisted instruction. This position requires no knowledge of computer languages since its major emphasis is in the use and function of the specific applications of the system and how these can be utilized to meet the current and potential needs of the user. Work is performed under general supervision, and leeway is allowed for the exercise of independent judgement in evaluating training needs relating to data processing utilization and system application procedures, and in coordinating training services to provide maximum utilization of available systems in meeting user objectives. The incumbent performs related duties as required.

TYPICAL WORK ACTIVITIES:

Evaluates and reviews the information processing needs of the school districts and identifies methods of meeting these needs through the use of existing applications, subscription to additional services or by requesting new or expanded services from appropriate computer center personnel;

Studies user application operations and identifies areas of potential improvement, assists the user in developing objectives for improving utilization and identifies and explains any additional available services which could be utilized in meeting their educational computer services needs and objectives;

Reviews and investigates computer complaints, concerns and application problems;

Identifies problem source and requests remedial action to be taken by operations and programming staff;

Organizes and conducts formal and informal training sessions and workshops for appropriate school district personnel and computer support services personnel to assist them in developing and maintaining skills in the utilization of systems applications;

Develops and reviews user manuals, training materials and related forms to assist personnel in making effective use of educational computer services;

Reviews existing application procedures to insure compatibility with acceptable data processing control and with the requirements of personnel in the district;

Coordinates the preparation of schedules for submission and return of school district data by developing and supervising the necessary internal procedures and activities to assure prompt processing of school district data;

Attends professional and business meetings as a representative of the computer center.

FULL PERFORMANCE, KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of educational applications of the computer and the internal operations of public school systems;

Working knowledge of the capabilities in the input and output of computerized data;

Ability to communicate the system's services goals and objectives to individuals and groups to stimulate their interest and participation;

Ability to train user personnel in the operation and application of new, modified or expanded procedures of an educational computer system;

Ability to organize and present thoughts and procedures in a clear, concise and thorough manner;

Ability to gather and analyze information and draw logical conclusions;

Ability to lead discussions and make formal presentations;

Ability to establish and maintain effective working relationships with school district personnel and computer center staff;

Skill in determining school district needs and translating them into defined applications;

Skill in communicating both orally and in writing using grammatically correct English;

Initiative;

Tact;

Courtesy;

Dependability;

Physical condition suitable to the demands of the position.

MINIMUM QUALIFICATIONS: *

A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelors' degree or higher and two years experience supporting computer applications software*;

B) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associates' degree or higher and three years experience supporting computer applications software*...one of which involved coordinating software application support or;

C) Graduation from high school or possession of an equivalency diploma and five years experience supporting computer applications software*...two of which involved coordinating software application support.

***Computer Applications Software** is designed to help the "end user" to perform specific tasks. These may include but not limited to database programs, enterprise software, accounting and data management software, office suites, graphics software, or media software.

SPECIAL REQUIREMENT: Eligibility for a driver's license issued by the New York State Department of Motor Vehicles. Possession of license at the time of appointment.

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COMPETITIVE