

INFORMATION SERVICES SPECIALIST II (SCHOOLS)*

DISTINGUISHING FEATURES OF THE CLASS: This is moderately complex technical work involving the adaptation of software and development of computer programs supporting computerized student information and other district information systems, particularly those required by the New York State Education Department relating to student records, attendance, assessment and demographic information. The incumbent assumes responsibility for ensuring compliance with state reporting requirements, coordinating standardized data practices across buildings and offices and supporting districtwide information integrity. The incumbent also trains, troubleshoots and supports users of networked computer and electronic equipment. The work is performed under the general supervision of the Director of Information Technology Services (ITS) or other higher-level administrator. Supervision may be exercised over lower-level technical and support staff. Does related work as required.

TYPICAL WORK ACTIVITIES:

Establishes district computer procedures to comply with state and federal requirements, especially those relating to New York State Education Department reporting such as student attendance reporting, home instruction, tuition, standardized test scores, ethnicity and demographic data;
Maintains district databases of students and other data needs including college transcripts, medical records, disciplinary records, progress reports;
Transfers data for storage, backup and consolidation;
Maintains liaison with the New York State Education Department and software suppliers to integrate required changes and communicate updates as needed;
Develops standardized data-entry formats for districtwide consistency and coordinates implementation across buildings and offices;
Coordinates technical support activities, resolves complex data issues and provides guidance to lower-level technical staff;
Evaluates user needs and recommends methods to improve services and system efficiency;
Works with vendors to design and develop software applications that improve or expand the student information management;
Participates in planning, coordinating and implementing upgrades, conversions and enhancements to district information systems to improve functionality, efficiency and compliance with reporting requirements;
Evaluates districtwide software and hardware needs and develops recommendations for acquisition, implementation and replacement;
Arranges for pilot testing of software programs, recommends hardware and software requirements and participates in evaluating results;
Maintains liaison with hardware and software vendor support personnel regarding purchasing, repairs and problem resolution;
Develops districtwide training standards, coordinates training and evaluates effectiveness;
Maintains current knowledge of district procedures and policies related to data services, as well as emerging software technologies and innovations;
Oversees districtwide data validation processes to ensure compliance with New York State Education Department reporting requirements;
May supervise technical staff in implementing standardized data-entry procedures, maintaining student information systems, resolving routine software or hardware issues and supporting district staff in carrying out required state and federal data-reporting processes.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the operation of computer information systems, principles, techniques and methods including computer hardware, software and related information systems; good knowledge of the principles and practices of systems analysis, organization and management analysis, forms and records management and methods; good knowledge of New York State Education Department student information reporting requirements and data management practices; working knowledge of student information systems and database applications; working knowledge of the development of application programs; ability to adapt software and design software solutions to meet user needs; ability to supervise the work of others; ability to train equipment users; ability to install, configure and troubleshoot hardware and software; ability to understand and interpret complex oral and written materials; ability to adapt software applications to meet user needs; ability to reason logically; ability to communicate effectively, both orally and in writing.

MINIMUM QUALIFICATIONS:

1. Graduation from high school or possession of an equivalency diploma and five (5) years of paid work experience which involved hands-on application and development of computer programs as a major function of the work (major function of the work is defined as 50% or more of the day-to-day work experience); or
2. An Associate's degree in Computer Science, Information Technology, Management Information Systems or comparable degree and three (3) years of paid work experience which involved hands-on application and development of computer programs as a major function of the work (major function of the work is defined as 50% or more of the day-to-day work experience); or
3. A Bachelor's degree or higher in Computer Science, Information Technology, Management Information Systems or comparable degree and one (1) year of paid work experience which involved hands-on application and development of computer programs as a major function of the work (major function of the work is defined as 50% or more of the day-to-day work experience).

PROMOTION: One (1) year of permanent competitive class status as an Information Services Specialist I (Schools).

SPECIAL REQUIREMENT: A valid driver's license or other reliable means of transportation is required when fieldwork or travel between work locations is necessary.

*This reflects a retitling of Information Services Specialist II.