

INFORMATION SERVICES SPECIALIST II

DISTINGUISHING FEATURES OF THE CLASS: This is technical work of a moderately complex nature which involves adapting software and developing programs for the computerization of a variety of records particularly those mandated by the State Education Department concerning students such as attendance, standardized test scores, demographics, etc. The incumbent will also be responsible for training, troubleshooting and supporting users on a variety of networked computer and electronic equipment. The work differs from the Information Services Specialist I in that the incumbent of this position will coordinate the work of the latter to conform with federal and state regulations and to disseminate information as reporting requirements change. 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 clerical employees and direction is provided to others as indicated above. Does related work as required.

TYPICAL WORK ACTIVITIES:

Establishes district computer procedures to comply with state and federal requirements, especially those of the New York State Education Department concerning students such as attendance census, home instruction, tuition, standardized test scores, ethnicity, demographics, etc.;

Maintains district databases of students and others for in-house needs including college transcripts, medical data, disciplinary records, progress reports, etc.;

Transfers information for storage and consolidation;

Maintains liaison with the State Education Department and software suppliers to integrate changes and disseminate same as needed;

Identifies, determines and implements standards of data entry format for uniformity between buildings and offices, advises Information Specialists I and coordinates the implementation;

Provides first-line diagnosing/troubleshooting of computer problems relating to software packages, basic hardware issues, security and passwords;

Determines usage needs and provides methods to improve services as needed;

Designs and writes program applications to improve or augment the student database;

Evaluates hardware needs and writes specifications for purchases of same;

Arranges for pilot computer programs, recommends the hardware and software required and takes part in the evaluation of same;

Maintains liaison with hardware and software suppliers' support personnel for purchasing, repair and problem solving;

Develops and conducts training programs for users which includes establishing priorities, scheduling and conducting sessions, developing training and procedure manuals as well as providing ongoing technical support.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good operational knowledge of electronic data processing systems, principles, techniques and methods of application to include integrated word processing equipment and computers; good knowledge of the principles and practices of systems analysis, organization and management analysis, forms and records management and methods; working knowledge of the development of application programs; ability to adapt software and design the application of software to user's needs; ability to train equipment users; ability to install and troubleshoot equipment; ability to formulate, transmit, understand and carry out complex oral and written instructions; ability to present ideas clearly and logically, both orally and in writing.

(over)

MINIMUM QUALIFICATIONS:

1. Possession of a Bachelor's degree or higher in Computer Science, Information Technology, Management Information Systems or a related field and one (1) year of work experience which involved hands-on application and development of computer programs as a major function of the work; or
2. Possession of an Associate's degree in Computer Science, Information Technology, Management Information Systems or a related field and three (3) years of work experience which involved hands-on application and development of computer programs as a major function of the work; or
3. Graduation from high school or possession of an equivalency diploma and five (5) years of work experience which involved hands-on application and development of computer programs as a major function of the work.

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Competitive

02.12.2026 New York State Civil Service approved Non-competitive title in the NY HELPS Program.