ONC BOCES
OTSEGO NORTHERN CATSKILLS
BOARD OF COOPERATIVE EDUCATIONAL SERVICES

A BOCES providing world-class opportunities for the districts we represent.

To provide leadership and support systems through teamwork with component districts to enhance student outcomes and lifelong learning.

Start Date: As soon as possible

Location: Distance Learning at NCOC

Application Deadline: October 24, 2021

Salary: $60,000—$65,000

NCOC
2020 Jump Brook Road
P.O. Box 382
Grand Gorge, NY 12434
(607) 588-6291

OAOC
1914 County Route 35
Milford, NY 13807
(607) 286-7715

Center Street School
31 Center Street
Oneonta, NY 13820
(607) 431-2562

humanresources@oncboces.org

www.oncboces.org

ONC BOCES is an Equal Opportunity Employer

Senior Distance Learning Technician

One (1) full-time, 12-month, Non-Unit Support, Competitive Civil Service, provisional position.

Qualifications and Responsibilities

MINIMUM QUALIFICATIONS: Either

(a) Graduation from a regionally accredited or NYS registered college or university with an Associate's Degree or higher in Communications, information systems, communications or computer science or a related field AND three (3) years of full-time or its part-time equivalent experience in coordinating, designing, installing, updating and maintaining video technologies and/or data communications systems or systems analysis and programming; OR

(b) Graduation from high school or possession of a high school equivalency diploma AND five (5) years of full-time or its part-time equivalent experience in coordinating, designing, installing, updating and maintaining video technologies and/or data communications systems or systems analysis and programming; OR

An equivalent combination of training and experience as defined by the limits of (a) and (b) above.

Application

We encourage qualified applicants to submit their resumé, application, transcripts and references to: www.olasjobs.org/southern

DISTINGUISHING FEATURES OF THE CLASS: This position is responsible for analyzing, evaluating, implementing and providing on-going technical support for video and other related distance learning technology services in ONC BOCES and participating component school districts. The Incumbent develops or assists in developing procedures, systems and programs to assist in providing efficient and coordinated services. The incumbent may be responsible for programming, monitoring and troubleshooting various applications. May supervise the Distance Learning Technician. The work is performed under direct supervision of the Distance Learning Coordinator. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Trains support staff and school district personnel on web conferencing applications and Videoconferencing equipment;

Assists the Distance Learning Coordinator with technical expertise in videoconferencing and web conferencing fields;

Assists in the implementation of equipment and training for projects including but not limited to, upgrades and installation of new equipment;

Assists in the implementation of infrastructure required to connect to all district end-points;

Decides and implements configuration for courses based on district needs and teaching environments;

Designs detailed programs and prepares detailed documentation in the form of flow charts, diagrams and program instructions to adapt systems specifications to computer applications

Performs detailed analysis and develops corrections to problems related to existing and newly developed applications;

Works directly with school faculty to ensure equipment which includes but is not limited to Zoom, Webinar, distance learning classrooms, distance learning carts, are programmed to the needs of each course/faculty member/event;

Develops conversion plans to bring older applications to new standards;

Provides application and technical support to end users;

Designs and maintains data bases;

Receives trouble calls on web conferencing applications equipment and troubleshoots;

Travels to remote sites, provides supplies and performs routine/preventive maintenance on distance learning equipment;

Repairs equipment and replaces components to identify or remedy failures;

Assists the Distance Learning Coordinator with maintaining infrastructure servers; Management Server, Digital Recorders (2) & MCU Bridge;

Performs local and remote site testing on equipment to diagnose faults;

Provides Server and system monitoring through a management system;

Communicates with vendors and other technical support personnel to aid in the solution of problems regarding distance learning hardware and software;

Provides user training to individuals and groups in the operation of equipment in the distance learning classroom;

Attends conferences and seminars to keep abreast of distance learning technology;

Assists the Distance Learning Coordinator in developing visions and goals for the service;

Attendance of New York State Distance Learning Consortium meetings;

Does related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES: Good knowledge of the use of video technologies and/ or data communications systems, including distance learning networks; good knowledge of systems analysis, methods, procedures and techniques; good knowledge of operating systems; good knowledge of the methods of logical deduction; ability to analyze qualitative and quantitative data; ability to gather data through observation, interview and research; exemplary oral and written communication skills; knowledge of HTML code; ability to work effectively with others; physical condition commensurate with the demands of the position.