



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:
August 2022

Location: ISSC and component districts

Application Deadline:
June 30, 2022

Salary: \$44,000

Shared District Data Coordinator

One (1) full-time, 12-month, Non-Unit Support, Competitive Civil Service, provisional position. The individual in this position will travel to districts and complete District Data Coordinator work on site. Office time is built into the schedule as well.

Qualifications and Responsibilities

Minimum Qualifications (Associate Coordinator of Managed Services):

- 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 Bachelor’s Degree or higher and one (1) year of experience providing customer service and support directly to users of technology hardware and/or software programs; OR
- 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 Associate’s Degree and three (3) years of experience providing customer service and support directly to users of technology hardware and/or software programs; OR
- C) Graduation from high school or possession of a general equivalency diploma and five (5) years of experience providing customer service and support directly to users of technology hardware and/or software programs; OR
- D) An equivalent combination of training and experience as indicated by the limits of A, B and C above.

NOTES: Due to the rapid changes in technology, qualifying experience must have been gained within the last five (5) years. Successful completion of coursework in computer science or a closely related field at a regionally accredited college or university, or one accredited by the New York State Board of Regents to grant degrees, may be substituted for up to half of the required experience, not to exceed two (2) years, with three (3) semester credit hours of related coursework as indicated above being equivalent to three (3) months of experience.

Please see below for additional information.

Application

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

Civil Service position candidates must be reachable on the existing eligibility list. If there is no mandated eligibility list, candidates will be considered for provisional appointment. Continued employment will be contingent on successfully passing the required examination and being reached on the eligibility list.

The selected applicant will be subject to a fingerprint support criminal history background check in accordance with SAVE Legislation effective July 1, 2001.

The Board of Cooperative Educational Services of the Sole Supervisory District of Otsego, Delaware, Schoharie and Greene Counties does not discriminate on the basis of race, color, national origin, sex, sexual orientation, disability, genetic disposition or age in the educational programs or activities which it operates, including, but not limited to, access to facilities in accordance with the Boy Scouts of America Equal Access Act of 2001, 20 U.S.C. 7905, which requires equal access for the Boy Scouts of America and other designated youth groups to meet at public schools.

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

Qualifications and Responsibilities, continued...

This new position supports component districts and ONC BOCES by serving as District Data Coordinator. In pursuit of leveraging data to facilitate informed instructional decision making, the District Data Coordinator oversees the coordination and transmission of district data to the State through:

- **Coordinating SIRS data collection and reporting activities; providing documentation to understand error reports and Incorrect NYSISS ID**
- **Performing data extracts from district source systems**
- **Acting as a liaison between the district and the Regional Information Center**

DISTINGUISHING FEATURES OF THE CLASS:

The position exists at Otsego Northern Catskills BOCES and involves responsibility for ensuring that the technical support needs of school districts and operational services are met in an accurate and timely manner. The incumbent is responsible for assisting in the coordination and assignment of appropriate team members to respond appropriately to and resolve problems and service related issues within assigned school districts. The work is performed under the direct supervision of the Director of Instructional Support Services (ISS) with leeway allowed for the use of independent judgment in carrying out the duties and responsibilities of the position. Supervision is not a responsibility of this job. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Provides assistance in the daily direction and communication to employees on incident resolution, customer support, and other areas of service;

Provides continual evaluation of processes and procedures, suggest methods to improve operations, efficiency and service to customers;

Assists in the assigning of appropriate team members for resolution of service related issues within assigned school districts;

Prepares for and leads meetings with staff to review open incidents, projects and other applicable topics;

Interacts with school district staff to ensure that service related issues are resolved quickly and in a professional manner;

Communicates regularly with BOCES regional teams regarding the state of service operations, providing the critical link between service organizations and service management for an assigned set of school districts;

Works with supervisor and data coordinators on the development of long range plans, policies and procedures;

Enforces departmental policies and procedures within the department;

Reviews the quality of customer support provided to a school district in terms of response time and accuracy;

Attends district meetings with other coordinators and staff and provides information as it pertains to BOCES services;

Identifies training needs and provides appropriate training to users as well as the BOCES staff;

Identifies service issues or internal school district changes that may affect BOCES services;

Prepares and maintains a variety of reports.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:

Good knowledge of the theory and practice of the operation of an electronic data processing system; good knowledge of the computer operations system, its utilization and potential; good knowledge of the use and general maintenance of all equipment; good knowledge of hardware operations, scheduling, use of system commands, and job execution; good knowledge in the use of Microsoft Suite and Google Suite; good knowledge of IT project management including planning and implementation; ability to understand and interpret complex written material; ability to communicate effectively, both orally and in writing; ability to establish and maintain documentation standards and procedures; ability to develop and administer effective procedures for training employees; ability to promote and maintain effective working relationships; excellent customer service skills; patience, tact, and courtesy.