

CUSTOMER SERVICE COORDINATOR - EDUCATIONAL TECHNOLOGY

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of higher-level management, the incumbent supervises and implements educational technology services provided by BOCES in school districts. The incumbent resolves district problems related to integrating technology into education, trains district users, assists districts in planning for educational technology, and promotes BOCES Lower Hudson Regional Information Center services to user districts. Supervision can be exercised over Senior Facilitators-Educational Technology, Facilitators-Educational Technology and other lower level staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Organizes, prepares and conducts and/or supervises programs in the areas of computer educational technologies;

Provides assistance to participating districts in the form of instructional applications;

Provides consulting services to participating districts in areas of educational technology program direction and software support;

Supervises lower level staff in professional development plans for schools;

Promotes BOCES services to school districts;

Coordinates training needs for districts and assigns staff to conduct training sessions;

Refer questions and problems involving computer hardware, connectivity, software and peripheral equipment associated with the computer system to the appropriate specialist;

Assess and identify school district educational technology needs;

Investigate, review and recommend software packages for training purposes;

Demonstrating new or upgraded applications and/or equipment to teachers and/or staff;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the instructional benefits and capabilities of computers and educational computing; thorough knowledge of educational standards and practices; thorough knowledge of personal computers and peripheral devices and their instructional applications; good knowledge of the function and operation of computers/computing devices; skill in communicating both orally and in writing; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to communicate the systems services goals and objectives to users; ability to establish and maintain effective working relationships with school district personnel and BOCES staff; ability to design and deliver professional development online and in person; ability to simultaneously interact with remote and in-person participants during hybrid sessions; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Either (a) Bachelor's degree* and three (3) years of experience where the primary function of the position was conducting training using educational technology**; or (b) Master's degree* and two (2) years of experience as outlined in (a).

SUBSTITUTION: A Bachelor's or Master's degree* in Education and possession of current teacher's certification may be substituted for one (1) year of the required experience.

**Educational technology is defined as a variety of technological tools (e.g., Smartboards, Internet, digitalized video, educational software, personal computers and related equipment) used in order to improve and enhance classroom instruction.

*SPECIAL NOTE: Education beyond the secondary level must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS: In accordance with the Safe Schools Against Violence in Education (SAVE) legislation, Chapter 180 of the Laws of 2000, and by the Regulations of the Commissioner of Education, candidates for appointment in school districts must obtain clearance for employment from the State Education Department prior to employment based upon a fingerprint and criminal history background check.