

MANAGER – REGIONAL INFORMATION CENTER (BOCES #2)*

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision of the Executive Director, the incumbent of this class is responsible for the development of procedures for effective database management and analytics, State reporting, utilization of digital student information systems, and/or digital financial information systems by the establishment of intercommunications between the BOCES Lower Hudson Regional Information Center, the New York State Department of Education and member school districts to facilitate the various aspects of a data warehouse, student information applications and/or financial applications (i.e.; Level 1 data warehouse, data verification and analytics reporting, movement of data files from student information systems to various other data applications, grade reporting, class scheduling, attendance, payroll, accounting systems, etc.). The primary function of the position is supervision of the storage, use and transfer of data and/or the function of specific data applications and how they can be used to meet the current and future needs of the user school districts. This position supports the BOCES Lower Hudson Regional Information Center customer relations by managing the staff and vendors to ensure that the goals and objectives of the BOCES Lower Hudson Regional Information Center are met. This position is distinct from the technical support classifications in that the incumbent is not involved in the development, design, or language of the computer system. Responsibilities may vary depending upon departmental assignment within the BOCES Lower Hudson Regional Information Center. Position has supervisory responsibility over a number of support positions (i.e.: Customer Service Coordinators, Staff Assistant/Regional Information Center, Project Managers, Systems Analyst Programmer, Lead Systems Analyst Programmers, Specialist – Management Information Services and Customer Service Representatives). Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Plans, organizes and directs operations and personnel of the Data Services, Student Information Services or Financial Services Unit, in support of school districts;

Resolves issues and enforces policies and standards for the Data Services, Student Information Services or Financial Services Unit;

Oversees coordination for development of procedures and schedules for the efficient flow of work;

Confers and works closely with the New York State Department of Education, vendors, BOCES Lower Hudson Regional Information Center programmers, systems and operations staff regarding State database business rules, digital applications, and server hosting, school district information needs, operational problems and service requirements, and to assess current data needs, applications and enhancements;

Works with vendors and other BOCES Lower Hudson Regional Information Center teams to facilitate data exchange between applications;

Analyzes and coordinates unit activities with data and timeline demands of the State Department of Education and school district users;

Confirms vendors are adapting software to new State requirements for reporting purposes;

Functions as liaison to New York State Department of Education regarding reporting requirements on behalf of the district;

EXAMPLES OF WORK: (Illustrative Only) (continued)

Reviews requests for additional data analytics, processing and integration services and identifies impact on current and planned resources;

Recruits, selects, assigns staff and manages the training of support personnel;

Develops written guidelines for school district users, in relation to modifications of New York State Department of Education business rules and mandates, student information or financial services software;

Establishes and provides programs for end user training in the use of the New York State Student Information Repository System, financial services or student information services applications for school districts;

Makes recommendations regarding unit budget;

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

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the use, function and potential of database management, digital student information and/or financial record keeping services in an educational environment; good knowledge of the capabilities involved in the input and output and transfer of digital data; good knowledge of computers and related data processing and database systems; good oral and written communication skills; administrative and supervisory ability; ability to prepare written materials and reports; ability to gather and analyze information and draw logical conclusions; ability to train user personnel in the operation and application of new, modified or expanded procedures of a data warehouse, digital student information and/or financial record keeping system; ability to communicate product services, goals and objectives to vendors and users; ability to lead discussions and make formal presentations; ability to establish and maintain effective working relationships with school district personnel, vendors and BOCES Lower Hudson Regional Information Center staff; ability to think creatively and logically; tact; sound judgment; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of high school equivalency diploma and seven (7) years experience where the primary function of the position was in database management, project management, or management of digital student information and/or financial record keeping systems including two (2) years in a supervisory capacity and including or supplemented by two (2) years of experience providing or supervising customer relations to ensure client satisfaction in a private sector industry or in a public sector agency, such as a public school district or government office.

SUBSTITUTION: Satisfactory completion of thirty (30) college credits towards a Bachelor's Degree* may be substituted on a year for year basis for up to four (4) years of the general work experience described above. A Bachelor's Degree* in Computer Science, Information Technology, Data Science and Analytics, Business Administration or a closely related field may substitute for one (1) additional year of the general work experience. There is no substitution for the two (2) years of supervisory or customer relations experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.

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.

BOCES #2 Lower Hudson
Regional Information Center
J.C.: Competitive
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Job Class Code: S411

*Formerly Manager – Financial Services and Manager – Student Services (BOCES #2)