

SYSTEMS CONTROL CLERK/OFFICE MANAGEMENT  
(BOCES #2)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision of a higher level employee, the incumbent in this class is responsible for performing complex clerical duties including the coordination and processing of data flow from many sources involving the operation of a computer terminal for data entry, retrieval and manipulation of data base. May provide user support and problem resolution depending upon assignment. Supervision is not usually a responsibility of this position. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Operates automated office equipment for data entry, retrieval, and manipulation of data base to generate reports, bids and purchase orders;

Coordinates and documents all phases of a particular automated system such as payroll, accounts payable, accounts receivable, purchasing;

Verifies accuracy of billing statements against contracts;

Prepares necessary paperwork required for cross contracting;

Sets up the sequential flow and proper format of a system to be used in projecting school budget;

Keeps up-to-date records of all hardware and software inventories;

Maintains and keeps a network configuration of all equipment with regard to location, device, types and quantities;

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

WHEN ASSIGNED TO TECHNICAL SERVICES:

Receives user calls regarding computer system related problems and provides advice as to the appropriate action to be taken to resolve the problem, or assigns service request to appropriate staff, either Microcomputer Technicians or Network Specialists;

Enters service requests into automated help desk system and generates service call tickets;

After call is completed enters data into system: prices, number of hours worked, billing codes;

Creates and prints out service schedule based on department service requests;

Prints out reports giving status of service calls: what calls are resolved, which are still open, etc;

Provides technicians with prior history on district: searches system for information on prior service calls, what problems were, and how they were resolved;

Follows up on orders for parts needed for service calls.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of modern office procedures and terminology; skill in the use of computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to learn about the components, operations, maintenance and repair of microcomputers and networks sufficient to assist users in a help desk capacity; ability to work and deal effectively with all levels of users; ability to communicate effectively both verbally and in writing; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential duties of the position; ability to get along well with others accuracy; initiative; resourcefulness; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of a high school equivalency diploma and either a) two (2) years of clerical experience, including or supplemented by six (6) months of experience in data processing; or (b) one (1) year of post high school business education, including or supplemented by a course in data processing and one (1) year of clerical experience, or (c) a satisfactory equivalent combination of the foregoing training and experience.

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.