

## **SPECIAL PROGRAMS SYSTEMS SPECIALIST**

### **DISTINGUISHING FEATURES OF THE CLASS:**

This is a technical position that is typically assigned directly to a specialized program in a school district. Incumbents are generally responsible for the technical development, maintenance and enhancement of computerized systems that meet the specific needs of a specialized program. In addition, the incumbent is involved in the daily operation of the program, ensuring that data managed by the system meets the specific requirements of the program. This position differs from other microcomputer titles in that it serves in a dual capacity with a great deal of work directly related to carrying out the specific program, requiring an in-depth knowledge of all applicable laws, rules, regulations and district policies. The work is performed under the general direction of a department head or other administrator. However, there may be some general direction received from supervisory computer staff regarding technical procedures or protocol. Supervision of others is not a normal function of the position.

### **TYPICAL WORK ACTIVITIES:**

The following is indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all-inclusive and does not preclude a supervisor from assigning activities not listed, which could reasonably be expected to be performed by an employee in this title.

1. Installs and updates specialized software on networked microcomputer systems; acts as liaison with software vendor when necessary;
2. Develops and customizes software to meet regulatory needs of the specialized program and the district;
3. Oversees security of information contained on the system, including the issuance of passwords to authorized users;
4. Develops and maintains detailed manuals on use of system for both technical aspects and for program related requirements;
5. Develops and carries out training for all users as necessary;
6. Acts as a help desk for users, trouble shooting problems both by phone and in the field; may assist users with standard word processing, database management and spreadsheet programs;
7. Performs system administrator type tasks, including the running and distribution of reports, importing and exporting data, auditing input for program acceptability and backing up files on a regular basis.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:**

Knowledge of networked microcomputer systems sufficient to install and update specialized and customized software;

Knowledge of standard microcomputer software products for word processing, database management and spread sheets sufficient to help users develop specific applications and resolve operating problems;

Knowledge of school education programs and typical data procedures sufficient to develop software to meet specific program needs;

Ability to learn, keep abreast of and apply all laws, rules, regulations and district policies and procedures relating to specific educational programs;

Ability to develop and maintain working relationships with a variety of staff including administrators, instructors and support personnel;

Ability to develop and maintain user manuals and training programs;

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**FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:** (Cont'd)

Ability to quickly diagnose and resolve problems with software and networked microcomputer systems;  
Ability to communicate effectively, both orally and in writing;  
Ability to maintain confidentiality concerning program records;  
Personal characteristics necessary to perform the duties of the position;  
Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

Graduation from high school or possession of a high school equivalency diploma and:

- EITHER:       (A)       Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in computer science or a closely related field;
- OR:            (B)       Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in computer science or a closely related field AND one (1) year of full-time paid work experience which primarily involved the use, configuration and customization of microcomputer database software which also included programming and the training of users;
- OR:            (C)       Three (3) years of work experience as described in (B);
- OR:            (D)       An equivalent combination of education, training and experience as indicated in (A), (B) and (C) above.

**SPECIAL REQUIREMENT:**

Possession of a valid New York State Driver License at time of appointment.

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ADOPTED:   06/28/99

REVISED:   06/30/02