DISTINGUISHING FEATURES OF THE CLASS:

This is a technical position that is typically assigned directly to a specialized program at Dutchess Community College. 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 works directly related to carrying out the specific program, requiring in-depth knowledge of all applicable rules, regulations and College policies. The work is performed under the general direction of a department head or other administrator. Supervision of others is not a normal function of the position.

TYPICAL WORK ACTIVITES:

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 network systems; acts as liaison with software vendor when necessary;
2. Trouble shoots user problems both by phone and in the field;
3. Develops and carries out training for all users as necessary;
4. Performs system administrator type tasks, including importing and exporting user data and backing up files on a regular basis;
5. Develops and customizes software to ensure they meet compliance and meet regulatory needs of the specialized program such as Pearson, Accessibility applications, License Server applications, and Federated applications;
6. Develops and maintains detailed manuals on use of system for both technical aspects and for program related requirements;
7. Oversees security of information contained on the system, including the issuance of passwords to authorized users to ensure proper access to secure information is regulated and meets security guidelines and compliances.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of network systems sufficient to install and update specialized and customized software;
Knowledge of standard software products for word processing, database management and spread sheets sufficient to help users develop specific applications and resolve operating problems;
Ability to learn, keep abreast of and apply all laws, rules, regulations and College policies and procedures;
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;
Ability to quickly diagnose and resolve problems with software and network 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) Bachelor's degree in computer information systems or a closely related field;

OR: (B) Associate's degree in computer information systems or a closely related field AND two (2) year of full-time paid work experience which primarily involved the use, configuration and customization of database software which also included programming and the training of users;

OR: (C) Four (4) 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.

NOTE: Your degree or college credit 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.

COUNTY USE ONLY:

BARGANING UNIT: CSEA	JURISDICTIONAL CLASSIFICATION: Competitive
GRADE: 14	FLSA Code: OT Eligible
REVISION HISTORY:	