

## **ASSOCIATE COORDINATOR - MANAGED SERVICES**

**DISTINGUISHING FEATURES OF THE CLASS:** The position exists at Broome-Tioga BOCES and involves responsibility for ensuring that the technical support needs of school districts are met in an accurate and timely manner. The incumbent is responsible for assisting in the coordination and assignment of members of the South Central Regional Information Center (SCRIC) team to respond appropriately to and resolve problems and tasks that arise in their assigned school districts. The work is performed under the direct supervision of the Manager of Technical Support Services, Manager of Customer Services or Assistant Director of IT with leeway allowed for the use of independent judgment in carrying out the duties and responsibilities of the position. Supervision is not a responsibility of this job. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Provides assistance in the daily direction and communication to employees on incident resolution, customer support and other areas of service;

Provides continual evaluation of processes and procedures, suggest methods to improve operations, efficiency and service to customers;

Assists in the assigning of appropriate team members for resolution of service related issues within assigned school districts;

Prepares for and leads meetings with SCRIC staff to review open incidents, projects and other applicable topics;

Interacts with school district staff to ensure that service related issues are resolved quickly and in a professional manner;

Communicates regularly with SCRIC teams regarding the state of service operations, providing the critical link between service organizations and service management for an assigned set of school districts;

Works with supervisor and Information Technology Project Coordinators on the development of long range plans, policies and procedures;

Enforces departmental policies and procedures within the department;

Reviews the quality of customer support provided to school districts in terms of response time and accuracy;

Attends district meetings with Information Technology Project Coordinator and provides information as it pertains to SCRIC services;

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Identifies training needs and provides appropriate training to users as well as the SCRIC staff;  
Identifies service issues or internal school district changes that may affect SCRIC services;  
Prepares and maintains a variety of reports.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of the theory and practice of the operation of an electronic data processing system;  
Good knowledge of the computer operations system, its utilization and potential;  
Good knowledge of the use and general maintenance of all equipment;  
Good knowledge of hardware operations, scheduling, use of system commands, and job execution;  
Ability to understand and interpret complex written material;  
Ability to communicate effectively, both orally and in writing;  
Ability to plan the work of subordinates in a manner conducive to full performance and high morale;  
Ability to establish and maintain documentation standards and procedures;  
Ability to develop and administer effective procedures for training employees;  
Ability to promote and maintain effective working relationships;  
Customer service skills;  
Tact;  
Courtesy;  
Patience.

**MINIMUM QUALIFICATIONS\*:**

A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree and one year of experience providing customer service and support directly to users of technology hardware and/or software programs; OR

B) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree and three years of

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experience providing customer service and support directly to users of technology hardware and/or software programs; OR

C) Graduation from high school or possession of a general equivalency diploma and five years of experience providing customer service and support directly to users of technology hardware and/or software programs; OR

D) An equivalent combination of training *and* experience as indicated by the limits of A), B), and C) above.

**SPECIAL NOTE:** Because of the radical evolution of technology in this field, qualifying experience must have been gained within the last five years.

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COMPETITIVE