

## COMPUTER OPERATIONS SPECIALIST (SCHOOL)

DISTINGUISHING FEATURES OF THE CLASS: This is responsible high level clerical work requiring technical ability in the utilization of school administration/student information software, database and reporting functions, web editing software, document design software, and similar. Duties include responsibility for updating multi-page websites, processing audio/video data to create online videos and podcasts, creating brochures, newsletters and other printed materials, administrating and providing user support for learning software programs, and managing email distribution. Considerable contact and interaction with school administrators, teachers, other school personnel and students is involved. Work is performed under general supervision. Supervision of others is not a responsibility of this position. Performs related work as required.

### TYPICAL WORK ACTIVITIES: (Illustrative only)

Coordinates technology purchases for the district, including requesting quotes, entering requisitions, sending purchase orders to vendors, tracking shipments, processing invoices;

Maintains support and database subscription renewals, and coordinates costs and expenditures with annual budget;

Edits, creates and maintains district website content, including but not limited to uploading files and graphics, editing text, creating links and tables, updating menus, creating flash slideshows, stylizing content;

Ensures content and information is current and up-to-date, including posting events and announcements on web and electronic marquees for public view;

Assists in the development and implementation of content on webpages;

Imports and edits videos and converts or re-formats videos to appropriate file formats for use with a variety of multimedia devices, video servers and web pages;

Creates, edits and formats presentations and slideshows (using Microsoft PowerPoint or other software) containing graphics, charts, bullets and text;

Creates, revises, and assists with editing of brochures, newsletters, and other documents, using publishing software;

Works closely with administrators to review, edit, revise and coordinate with publishers/printers to ensure standards, timeliness, etc.

Performs basic procedures required for processing/maintenance of teacher and student computer systems and applications in use in the district, including creating user accounts, resetting passwords, troubleshooting and providing support to users as necessary;

Creates, maintains, and sends to email to email distribution lists;

Adds, removes, updates email addresses to keep email distribution lists up-to-date;

Updates and maintains online social network webpages such as Facebook and Twitter, posting upcoming events, meetings, and other pertinent information in a timely manner;

Works with programming and systems personnel to resolve computer related problems and communicates status to user population;

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Assists system engineers with computer systems maintenance, such as updating software version, re-booting, applying software patches, as required;

Assists in maintaining district inventory of computer systems, software and peripheral equipment;

May perform minor repairs to computers, printers and other peripheral equipment and devices;

Performs a variety of related duties as required.

*Typical Work Activities are intended only as illustrations of possible types of work that might be appropriately assigned to an incumbent of this title. Work activities that do not appear above are not excluded as appropriate work assignments, as long as they can be reasonably understood to be within the logical limits of the job.*

FULL PERFORMANCE KNOWLEDGES, SKILLS ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of principles and practices of various computer applications and software packages, including online editing processes; good knowledge of principles and practices of computer system (software, hardware, and peripheral devices) operations, analysis and troubleshooting; good knowledge of school administrative procedures; good technical aptitude and ability stay current with changes in technology; ability to accurately maintain a variety of time-sensitive, web-based public access sites; ability to install, configure, maintain, repair and upgrade a variety of computer hardware and software, including software for peripheral components; ability to understand and follow oral and written instructions; ability to establish and maintain effective working relationships with both staff and students; initiative; integrity; tact and courtesy.

MINIMUM QUALIFICATIONS: Either

- a) Graduation from high school or possession of a comparable diploma and three (3) years of work experience which included computer operations or data processing; or
- b) Five (5) years of work experience which included computer operations or data processing; or
- c) An equivalent combination of education and experience as described in a) and b) above.

SUBSTITUTION NOTE: Post-secondary level education may be substituted for one (1) year of the required experience indicated above on the basis of thirty (30) college credits per year of experience.

PLEASE NOTE: Education beyond the secondary level must be from an institution accredited or recognized 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.