

BUSINESS SERVICES SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This position has responsibility for responding to support and service delivery requests for various business services in the educational environment. The incumbent has responsibility for preparing proposals, assisting with procurement, maintaining district technology budgets and maintenance renewals, providing basic business information systems support, including triaging tickets and escalating problems to the appropriate teams. The position may provide training and instruction to assist the end user. Work is performed under the general supervision of the Director of South Central Regional Information Center. Supervision is not a responsibility of this position. Does related work as required.

TYPICAL WORK ACTIVITIES:

Reviews service-related problems and concerns reported by the customer, investigates problem sources, work with the service delivery team to recommend solutions;

Effectively communicates solutions in both written and oral form with other departments, third-party vendors, customers, and the service delivery team to efficiently resolve any issues;

Provides basic technical support for business information systems by outlining steps for resolution and explaining preventative measures;

Trains and supports districts and internal teams in the software used for the Technology Procurement process for tracking of purchasing and receiving of goods and services;

Escalates complex business information system technical support tickets to the applicable service delivery team;

Tracks and reviews maintenance and licensing agreements and processes annual renewals;

Prepares district anticipated service reports and manages the billing of those services;

Works with the district and service delivery team on any changes to service participation;

Enters requisitions and process purchase orders once they have been fully approved;

Maintains district budgets for business services and provides monthly reconciliations;

Provides support to internal teams with contract and procurement questions.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of a wide variety of software applications;

Good knowledge of business operations;

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Ability to communicate effectively both orally and in writing with technical and non-technical personnel in a professional manner;
Ability to follow complex oral and written instructions;
Ability to perform detail-oriented work;
Ability to perform multiple tasks simultaneously;
Ability to analyze and organize complex data and prepare records and reports;
Ability to establish and maintain effective working relationships;
Strong organizational skills;
Integrity and good judgment in solving complex problems.
Good communication skills.

MINIMUM QUALIFICATIONS:

- A) Possession of an Associate's degree in business or closely related field; OR
- B) Graduation from high school or possession of an equivalency diploma and two (2) years of experience providing customer service or administrative support to business operations; OR
- C) An equivalent combination of training and experience as defined by the limits of A) and B) above.

SUBSTITUTIONS:

- 1) One year of experience stated above may be substituted for a current Broome-Tioga BOCES employee with successful completion of thirty (30) hours of recent (within the last twelve months) approved subject matter related to SCRIC Academy coursework.
- 2) An additional year of experience stated above may be substituted for ongoing development opportunities to assist applying the SCRIC Academy coursework.

SPECIAL REQUIREMENT: Depending on the job location and/or department, possession of a valid driver's license to operate a motor vehicle in the State of New York may be required at time of appointment.

SPECIAL REQUIREMENT: Per regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is needed.

SPECIAL NOTE: Because of the radical evolution of technology in this field, qualifying experience must have been gained within the last five (5) years.

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