Candidate will be initially appointed on a provisional basis pending a civil service exam to be held later. To gain permanent status, the candidate must apply for the next exam and be successful according to the Rule of Three.

<u>NETWORK SERVICES PROGRAM MANAGER</u>

<u>MINIMUM QUALIFICATIONS</u>: Either:

1. Possession of a Bachelor's degree, or higher, in Management Information Systems, Computer Science, Information Resources Management, Information Technology, or a closely related field AND two (2) years full-time paid work experience, or its part-time equivalent, in designing, installing, updating and maintaining Local Area Networks and/or Wide Area Networks; OR

2. Possession of an Associate's degree in Management Information Systems, Computer Science, Information Resources Management, Information Technology, or a closely related field AND four (4) years full-time paid work experience, or its part-time equivalent, in designing, installing, updating and maintaining Local Area Networks and/or Wide Area Networks;

3. Completion of a minimum of thirty (30) semester credit hours in Management Information Systems, Computer Science, Information Resources Management, Information Technology, or a closely related field AND five (5) years full-time paid work experience, or its part-time equivalent, in designing, installing, updating and maintaining Local Area Networks and/or Wide Area Networks;

4. Graduation from high school or possession of a high school equivalency diploma AND six (6) years full-time paid work experience, or its part-time equivalent, in designing, installing, updating and maintaining Local Area Networks and/or Wide Area Networks.

<u>SUBSTITUTION – FOR EXPERIENCE</u>:

A. Successful completion of a three (3) credit hour course beyond the requirements of (1) and (2) above in Management Information Systems, Computer Science, Information Resources Management, Information Technology, or a closely related field may be substituted for three (3) months of appropriate experience.

B. Successful completion of a course of study offered by a technical training institute, college or a corporate training program may be substituted for one (1) year of appropriate experience, if the following conditions are met:

    1) The course of training involves learning the fundamental aspects of computer programming, systems analysis, telecommunications systems, LAN/WAN system configuration or a similar course with technical emphasis on the operation of a connected computer system; AND

    2) The candidate provides an official description of the coursework and evidence that it was successfully completed.

<u>NOTE</u>: Coursework in the use of specific programs such as WORD, EXCEL or ACCESS and data entry is <u>not</u> acceptable.

<u>SPECIAL NOTE: EDUCATION</u>: Your degree 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. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at http://www.cs.ny.gov/jobseeker/degrees.cfm. You must pay the required evaluation fee.

NETWORK SERVICES PROGRAM MANAGER

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for supervising, coordinating and supporting component school district's distributed information technology and telecommunications activities supported by a BOCES Educational Technology Service (EduTech). The incumbent supervises a unit of personnel involved in coordinating Local Area Network (LAN) and Wide Area Network (WAN) installations and the subsequent on-going maintenance and support of such networks. The incumbent also may provide direct LAN and WAN installation, maintenance and support services to a component school district. The incumbent assists EduTech management in developing the annual budget and costs for services. This Network Services Program Manager conducts special projects and/or is engaged in servicing advanced software systems for a large component school district. The Network Services Program Manager differs from other Program Managers for the fact that incumbents in Network Services are required to possess knowledge pertaining to designing, installing, updating and maintaining Local Area Networks and/or Wide Area Networks and perform Local Area Network (LAN) or Wide Area Network (WAN) support services. The work is performed under the general supervision of the Director of Educational Technology or other EduTech administrator. The incumbent may exercise supervision over technical and other support staff. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Supervises and trains Local Area Network (LAN) and Wide Area Network (WAN) personnel;
Develops and implements LAN and WAN strategic technology plans for component school districts;
Installs Local Area Network equipment and systems including configuring workstations and installing switches, routers, modems and wiring, and loading server and personal computer software;
Diagnoses and resolves systems, hardware and software problems;
Researches new Local Area Network and Wide Area Network technologies to apprise and identify future technology needs of component school districts;
Plans and implements new technology projects for component school districts and establishes and maintains documentation of associated costs;
Develop long-term strategic planning for implementation of new technology, maintenance of existing equipment and technology, and other associated network devices;
Develops and maintains computer hardware and software standards and ensures compliance of same with both component school districts and BOCES standards;
Reviews Educational Technology Service Prospectus for compliance with the New York State Department of Education guidelines;
Coordinates the acquisition of computer hardware, software and supplies and establishes and maintains an inventory of same;
Develops an annual budget for a Local Area Network or Wide Area Network unit and/or develops a yearly technology budget for a component school district;
Prepares a multi-year cost analysis for the purchase of LAN and/or WAN services;
Assists other EduTech administrators in the preparation of competitive bid specifications by providing hardware, software and staff development requirements;
Meets with component school district staff to coordinate technology efforts in the district;
Develops and maintains vendor partnerships.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of distributed information technology and telecommunications principles and procedures;

NETWORK SERVICES PROGRAM MANAGER

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:
(Continued)

Thorough knowledge of Local Area Network and Wide Area Network computer systems including those used for telecommunications;
Good knowledge of website development and maintenance;
Good knowledge of the computer hardware and software industry;
Good knowledge of standard office practices and equipment;
Good knowledge of modern management and supervisory principles and practices;
Working knowledge of budget preparation and the BOCES budgetary process;
Ability to develop, design, coordinate and/or deliver network technology training;
Ability to design, install, update and maintain Local Area Networks and Wide Area Networks;
Ability to communicate effectively in English both orally and in writing;
Ability to form and maintain effective working relationships with a wide variety of people;
Physical condition commensurate with the demands of the position.

APPROVED: JANUARY 6, 2026
CIVIL SERVICE CLASSIFICATION: COMPETITIVE
JURISDICTIONS: WAYNE-FINGER LAKES BOCES
ONTARIO COUNTY DEPARTMENT OF HUMAN RESOURCES