

**Wayne-Finger Lakes BOCES – Vacancy**  
**Salary range: \$90,000-\$124,000/yr.**

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.

ADMINISTRATIVE SERVICES PROGRAM MANAGER

MINIMUM QUALIFICATIONS: Either:

1. Possession of a Master's Degree, or higher, AND five (5) years full-time paid work experience, or its part-time equivalent, in software applications, computers and/or peripheral equipment\* OR providing support and/or training on computer software applications; OR
2. Possession of a Bachelor's Degree AND six (6) years of full-time paid work experience, or its part-time equivalent, in software applications, computers and/or peripheral equipment\* OR providing support and/or training on computer software applications; OR
3. Possession of an Associate's Degree AND eight (8) years of full-time paid work experience, or its part-time equivalent, in software applications, computers and/or peripheral equipment\* OR providing support and/or training on computer software applications

NOTE: \*Experience in electronic mail, word processing, spreadsheet and publishing applications is not qualifying on its own.

SUBSTITUTION – FOR EXPERIENCE: 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, Business Administration, or a closely related field may be substituted for three (3) months of appropriate experience.

SPECIAL NOTE: EDUCATION: 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.

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for supervising, coordinating and providing training and assistance to Administrative Services personnel and to component school district personnel using administrative and student management software applications supported by Wayne-Finger Lakes BOCES Educational Support Services. The incumbent may supervise a unit of personnel involved in installing and maintaining administrative and student management software applications as well as training and instructing the component school district personnel who use them. The incumbent assists Educational Support Services management in developing the annual budget and costs for services. This class differs from that of Administrative Services Training Specialist by virtue of the fact that an Administrative Services Program Manger may exercise supervision over others, conducts special projects, and/or is engaged in servicing advanced administrative and student management software systems for a large component school district. The Administrative Services Program Manager differs from the Network Services Program Manager by virtue of the fact that incumbents do not perform Local Area Network (LAN) or Wide Area Network (WAN) support services. The Administrative Services Program Manager differs from the Financial Services Program Manager for the fact that incumbents in the Administrative Services Program Manager are required to possess knowledge pertaining to administrative and student management software applications and do not generally maintain financial or instructional software applications. The work is performed under the general supervision of a Director of Educational Technology or another higher-level administrator. The incumbent may exercise supervision over Administrative Services Training Specialists and other support staff. Does related work as required.

ADMINISTRATIVE SERVICES PROGRAM MANAGERTYPICAL WORK ACTIVITIES: (Illustrative only)

Supervises and trains personnel involved in providing training and support services to component school districts using software applications to perform student management, business office or guidance office functions;

Develops and implements software application plans for component school districts;

Prepares cost projections for network upgrades and new installations;

Trains and assists component school district staff on software applications used to perform student management, business office or guidance office functions;

Assists component school district personnel with the implementation of the technology aspects of school district management programs;

Tests and installs administrative and student management software applications/updates and analyzes and resolves computer software problems either onsite or by phone;

Meets with component school district technology personnel and administrators to discuss requests for program changes, advise on software purchases and coordinate technology projects involving administrative software and applicable policies and procedures;

Orders and tracks software applications purchased for component school districts and maintains detailed written records on training and services provided;

Maintains detailed records and files on all technical service and training;

Participates in regional user group meetings for the support and development of services supported by BOCES;

Creates and edits training documents, manuals, revisions, and memos, newsletter, videos and other information pertaining to software use in a component school district;

Documents software changes requested by component school districts and forwards it to the appropriate software company;

Researches new and updated software before distributing it to a component school district;

Advises and makes recommendations to component school personnel regarding hardware and software purchases as it relates to administrative services;

Maintains an up-to-date knowledge on emerging theories and best practices in technology integration;

Prepares and submits written and statistical reports related to program activities for the Wayne-Finger Lakes BOCES and New York State Education Department.

Reports orally and in writing to a Director of Educational Technology or another higher-level administrator regarding Administrative Services program activities;

Ensures end of year fiscal reporting for component school districts and configures software for new fiscal year;

Ensures federal and state wage, salary and earnings information is correctly reported;

Maintains an inventory of all computer-related equipment within a component school district or component districts.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of administrative and student management software applications supported by a BOCES Regional Information Center;

Good knowledge of the laws, rules and regulations governing New York State school districts;

Good knowledge of the computer software industry;

Good knowledge of modern management and supervisory principles and practices;

Good knowledge of standard office practices and equipment;

Working knowledge of budget preparation and the BOCES budgetary process;

Ability to develop, design, coordinate and/or deliver technology training;

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

Ability to utilize various software and computer database programs;  
Ability to problem-solve user hardware and software problems;  
Ability to form and maintain effective working relationships with others;  
Ability to understand and empathize with customer needs and concerns;  
Ability to maintain records and prepare written and statistical reports clearly and concisely;  
Ability to plan, supervise and schedule the work of others;  
Ability to communicate effectively in English both orally and in writing;  
Ability to apply computer technology to a wide variety of school district settings;  
Physical condition commensurate with the demands of the position.

APPROVED: JANUARY 6, 2026

REVISED: 2/19/26; 3/26/26

CIVIL SERVICE CLASSIFICATION: COMPETITIVE

JURISDICTIONS: WAYNE-FINGER LAKES BOCES

ONTARIO COUNTY DEPARTMENT OF HUMAN RESOURCES