

Wayne-Finger Lakes BOCES – Vacancy
Salary range: \$75,000-\$85,000/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.

INFORMATION TECHNOLOGY TRAINING COORDINATOR

MINIMUM QUALIFICATIONS: EITHER:

1. Possession of a Bachelor's Degree, or higher, in Computer Science, Information Technology, or a closely related field; OR
2. Possession of an Associate's Degree in Computer Technology, Information Technology, or a closely related field AND two (2) years of full-time paid experience or its part-time equivalent, in systems analysis computer support, technology training, information systems, or closely related field; OR
3. Graduation from high school or possession of a high school equivalency diploma AND four (4) years of full-time paid experience, or its part-time equivalent, in systems analysis, computer support, technology training, information systems, or closely related field; OR
4. An equivalent combination of training and experience as defined by the limits of (1), (2), and (3).

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 coordinating technology training and user support activities related to computer systems and technology resources. An employee in this class develops and delivers technology training and provides guidance and technical assistance to personnel regarding computer hardware, software applications, cloud-based technologies, digital workplace tools, and related technology resources. The incumbent assists departments and component school districts in the effective implementation and utilization of technology by developing training programs, evaluating software applications, preparing user documentation, and providing recommendations regarding technology resources. The work differs from that of a programmer or operator in that the primary emphasis of the position on technology training, user support, and assisting users in the effective utilization of technology rather than designing, programming, or administering technology systems. The work is performed under the general supervision of the Department Head or other higher-level administrator. Supervision of others is not ordinarily a responsibility of the position. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Designs, coordinates, and facilitates agency-wide technology training programs on computer systems, end-user software, technology coordinators cloud applications, and digital workplace tools;
Advises departments and component school districts on technology planning and implementation, including hardware deployment, software adoption, cloud migration, and systems integration;
Develops and delivers training modules to familiarize employees with core digital systems, productivity suites, and technology best practices;
Develops and administers advanced and role-specific technology training, including data tools, instructional technology platforms, specialized software, and other digital resources;
Assists with configuring and customizing new applications or existing systems to support training objectives, workflow optimization, or departmental technology needs;

INFORMATION TECHNOLOGY TRAINING COORDINATORTYPICAL WORK ACTIVITIES: (Illustrative only) (Continued)

Maintains digital resources and documentation, including file structures, knowledge bases, standard operating procedures, operational runbooks used in technology operations, and related technology resources;

Evaluates, tests, and recommends software solutions, digital learning tools, cloud-based technologies, and enterprise applications to leadership based on organizational needs and emerging technology trends;

Establishes and supports user groups or communities of practice, fostering collaboration, shared learning, and best-practice exchange related to digital tools and data systems;

Develops and distributes digital communications regarding technology initiatives, system updates, available technology resources, and training opportunities;

Represents the department or agency at technology conferences, workshops, seminars, and other professional development events and activities.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the principles, concepts, and practices of computer systems and technology utilization;

Good knowledge of computer hardware, software applications, cloud-based technologies, digital workplace tools, and related technology resources;

Good knowledge of the operation and utilization of computer hardware, software applications, cloud-based technologies, digital workplace tools, and related technology resources;

Good knowledge of office terminology and procedures;

Working knowledge of instructional methods and techniques used in technology training;

Ability to train others in the operation of computer hardware, software applications, cloud-based technologies, digital workplace tools, and related technology resources;

Ability to explain technical concepts to users with varying levels of technological experience;

Ability to evaluate software applications and technology resources;

Ability to prepare user documentation, procedures, and instructional materials;

Ability to design flow charts, schedules and tables relative to data processing;

Ability to establish and maintain effective working relationships with others;

Ability to communicate effectively, in English, both orally and in writing;

Ability to follow complex written or oral instructions;

Analytical ability;

Good judgment;

Physical condition commensurate with the demands of the position.

APPROVED: AUGUST 6, 2026

CIVIL SERVICE CLASSIFICATION: COMPETITIVE

JURISDICTIONS: WAYNE-FINGER LAKES BOCES

ONTARIO COUNTY DEPARTMENT OF HUMAN RESOURCES