

Wayne-Finger Lakes BOCES – Vacancy
Salary range: \$85,000-\$95,000/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.

APPLICATION SUPPORT MANAGER (BOCES)

MINIMUM QUALIFICATIONS – OPEN-COMPETITIVE: Either:

1. Possession of a Bachelor's Degree, or higher, AND five (5) years of full-time paid experience, or its part-time equivalent, in application or software support, two (2) of which shall have included experience as a project leader or management level supervisor; OR
2. Possession of an Associate's Degree AND seven (7) years of full-time paid experience, or its part-time equivalent, as described in (1) above, three (3) of which shall have included experience as a project leader or management level supervisor; OR
3. An equivalent combination of training and experience as defined by the limits of (1) and (2).

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.

MINIMUM QUALIFICATIONS – PROMOTIONAL: Two (2) year of Permanent Competitive class status as an Administrative Services Training Specialist OR three (3) years permanent Non-Competitive class status as an Administrative Services Training Specialist (HELP Program) in the Wayne-Finger Lakes BOCES.

DISTINGUISHING FEATURES OF THE CLASS: The work involves the responsibility of coordinating application activities, including development, maintenance, updating and/or restructuring of software applications, websites and databases within Wayne-Finger Lakes BOCES (BOCES) and/or component school districts. The incumbent is responsible for creative solutions to meet end user and application requirements through software development. The work is performed under the general direction of a higher-level Administrator with considerable leeway for planning work methods and procedures with commensurate responsibility for technical results. Supervision is exercised over technical, professional programmers and analysts. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Plans, assigns, supervises, and reviews the work of staff engaged in application support and New York State data reporting;
Coordinates application development, configuration, implementation, maintenance, and support activities for BOCES programs and component school districts;
Oversees the operation and support of applications and data systems used for instructional, administrative, and regulatory reporting purposes;
Supervises processes related to New York State data reporting to ensure accuracy, timeliness, and compliance with applicable requirements;
Works with BOCES departments, component school districts, and vendors to identify system needs and implement application solutions;
Reviews system changes and enhancements to ensure operational requirements and data integrity standards are met;
Coordinates internal and external resources to support application projects within established timelines;

APPLICATION SUPPORT MANAGER (BOCES)

TYPICAL WORK ACTIVITIES: (Illustrative only) (Continued)

Acts as liaison with vendors and stakeholders regarding application issues, enhancements, and system performance;
Ensures compliance with applicable Federal, State, and BOCES policies relating to data security, privacy, and system access;
Develops and maintains documentation and procedures related to supported applications and data systems.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of application support principles and practices;
Thorough knowledge of systems analysis, data management, and application testing;
Good knowledge of the principals and practices of project management;
Working knowledge of New York State educational data reporting requirements;
Ability to supervise and coordinate technical staff;
Ability to plan and prioritize multiple projects;
Ability to analyze operational needs and implement effective application solutions;
Ability to communicate effectively in English both orally and in writing;
Analytical reasoning ability;
Good judgment;
Honest; Tact; Courtesy.

APPROVED: AUGUST 6, 2026

CIVIL SERVICE CLASSIFICATION: COMPETITIVE

JURISDICTIONS: WAYNE-FINGER LAKES BOCES

ONTARIO COUNTY DEPARTMENT OF HUMAN RESOURCES