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

Under the NY HELPS Program, the Civil Service Exam for this title has been waived. For additional information regarding the NY HELPS Program, please visit: https://www.cs.ny.gov/help/faq.cfm

ADMINISTRATIVE SERVICES TRAINING SPECIALIST

MINIMUM QUALIFICATIONS: Either:

1. Possession of a Bachelor's degree, or higher, AND three (3) years of full-time paid work experience, or its part-time equivalent, with software applications, computers and/or peripheral equipment (excluding experience in electronic mail, word processing, spreadsheet and publishing applications) OR in providing support or training on software applications; OR

2. Possession of an Associate's Degree AND five (5) years of full-time paid work experience, or its part-time equivalent, with software applications, computers and/or peripheral equipment (excluding experience in electronic mail, word processing, spreadsheet and publishing applications) OR in providing support or training on software applications; OR

3. Graduation from high school or possession of a high school equivalency diploma AND seven (7) years of full-time paid work experience, or its part-time equivalent, with software applications, computers and/or peripheral equipment (excluding experience in electronic mail, word processing, spreadsheet and publishing applications) OR in providing support or training on software applications.

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 training and instructing component school district personnel using various administrative and student management software applications supported by Wayne-Finger Lakes BOCES (BOCES) Educational Technology Services. The incumbent provides technical assistance in the use of administrative and student management software applications including grade and attendance reporting. The incumbent does not serve as a lead worker. The work of an Administrative Services Training Specialist is performed under the direct supervision of a higher-level staff member or administrator. Supervision of others is not a function of this position. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

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;
Maintains detailed written records on training and services provided;
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;

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ADMINISTRATIVE SERVICES TRAINING SPECIALIST

TYPICAL WORK ACTIVITIES: (Illustrative only) (Continued)

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;
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 BOCES and New York State Education Department.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of administrative software applications supported by a BOCES Educational Technology Service;
Good knowledge of assigned local school districts needs for technology training services;
Working knowledge of the laws, rules and regulations governing New York State school districts;
Working knowledge of the computer software industry;
Working knowledge of standard office practices and equipment;
Ability to develop, design, coordinate and/or deliver technology training;
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 communicate effectively in English both orally and in writing;
Ability to follow written and oral instructions;
Physical condition commensurate with the demands of the position.

APPROVED: DECEMBER 12, 2025
REVISED: 2/19/26
CIVIL SERVICE CLASSIFICATION: COMPETITIVE
JURISDICTIONS: WAYNE-FINGER LAKES BOCES
ONTARIO COUNTY DEPARTMENT OF HUMAN RESOURCES