

## OFFICE INFORMATION SYSTEMS MANAGER

Code No.: 910059

COMPETITIVE

DISTINGUISHING FEATURES OF THE CLASS: This is a supervisory position responsible for managing and coordinating the overall operations of an office information systems network center, including word processing, office information processing, dictation, telephone and copying. The work involves active participation in the evaluation of present systems and development of new services. General supervision is received from a senior level staff member, with leeway allowed for the exercise of independent judgment and decision making. General supervision is exercised over an Office Information Systems Technician and other support personnel. Does related work as required.

### TYPICAL WORK ACTIVITIES:

Manages and coordinates daily operation of Administrative Support Center;

Reviews and analyzes equipment and makes recommendations for updating and expanding applications;

Plans, assigns, supervises and evaluates work of center support personnel;

Develops and maintains the user guides; provides orientation for support personnel and user departments with their contents and use;

Manages the center's budget; assists in budget projection;

Maintains current production records, such as turnaround cycles and production volumes;

Coordinates work flow and distributes workload to meet established deadlines;

Analyzes work content to identify weaknesses in user input and recommend improvements;

Assumes responsibility for quality of output; proofreads or delegates proofreading;

Responds to user requests for technical assistance regarding the center's work processing capabilities and limitations;

Advises users of status of documents and workload, relating problems and/or exceptions to defined procedures;

Coordinates special programs, such as user orientation to new systems, equipment and/or procedures;

Provides assistance to users in establishing satellite systems or mini-centers;

Maintains support personnel attendance records.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of operations and applications of word processing and other office information equipment; good knowledge of office information systems concepts and techniques used in evaluating systems and developing new services; good knowledge of business English, grammar and spelling; good knowledge of proofreading techniques; ability to manage and coordinate an office information systems network center; ability to plan, assign, supervise and evaluate the work of support personnel; ability to assess text/information processing needs and make appropriate recommendations regarding equipment and services; ability to develop and maintain operator and user guides for the center; ability to manage production budget; recordkeeping ability; ability to proofread; ability to communicate effectively both orally and in writing; ability to establish and maintain effective professional relationships with support personnel and user departments; accuracy; innovation; good judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: EITHER:

(A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree plus two (2) years of paid full-time or its part-time equivalent senior level clerical/secretarial experience in the operation of word processing and other office information equipment, which shall have involved the exercise of independent judgment and decision making, lead supervision and the coordination of workflow; OR,

(B) Graduation from high school or possession of a high school equivalency diploma plus six (6) years of paid full-time or its part-time equivalent general clerical/secretarial experience, two (2) years of which shall have involved the operation of word processing and other office information equipment, and two (2) years of which must have been at a senior level which shall have involved the exercise of independent judgment and decision making, lead supervision and the coordination of workflow; OR,

(C) An equivalent combination of training and experience as defined by the limits of (A) and (B).

NOTE 1: In addition to word processing, qualifying experience must include the operation of at least two (2) of the following or comparable office information equipment: Dictation-Transcription System; 5520 Administrative System; Duplicating and Copying Equipment (Xerox 9500, 1045, 1035 and 3450, Kodak-Ektaprint, etc.)

NOTE 2: Completion of two (2) approved certificated vendor office systems application and implementation training courses may be substituted for one (1) year of the specialized experience in word processing and office information equipment.

PROMOTIONAL REQUIREMENTS (BOARD OF EDUCATION):

Candidates must be permanently employed in the competitive class in the Rochester City School District and must have served continuously on a permanent basis in that same jurisdiction for thirty-six (36) months in Bracket XV Clerical and Stenographic positions and above.

**SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES**

Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

ADOPTED: July 15, 1982

REVISED: October 20, 1983