

IT CUSTOMER SUPPORT REPRESENTATIVE

DEFINITION

Provides first-level technical support to school and office personnel regarding software and hardware problems; coordinates the repair, replacement and maintenance of electronic or computer equipment and related information technologies; diagnoses problems and researches solutions; and uses diplomacy and interpersonal skills to extract pertinent information and assist callers.

TYPICAL DUTIES

Provides first-level Helpdesk services for client problems and support.
Receives and records trouble call ticket information (customer information and problem description) into the customer service management information system for tier I logging and support.
Provides first-call problem resolution when appropriate.
Works with other team members to resolve problem tickets.
Communicates trouble call status to customer.
Provides status to call center management on mission critical application outages.
Provides Helpdesk support for new systems and special projects.
Uses Knowledge Base component of help desk system to diagnose system malfunctions.
Enters problem resolution information into Helpdesk system, closes the problem, and informs the customer when the problem is resolved.
May dispatch District field support personnel to customer site.
Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

The IT Customer Support Representative receives telephone calls, faxes, electronic mail, and chat requests from school and office personnel requesting technical support regarding computer software and hardware problems and electronic/computer equipment repair, replacement and maintenance.

The IT Customer Support Supervisor is responsible for performing daily operation functions including problem escalation and service level reporting, and coordinating service requests.

SUPERVISION

General supervision is received from the Manager or Deputy Director of IT Customer Support Services. Technical direction is received from a IT Customer Support Supervisor. No supervision is exercised.

CLASS QUALIFICATIONS

Knowledge of:

Best Customer Service practices and the measurement (metrics) of those practices
Various office software applications, including Word, Excel, Access, and PowerPoint
Information Technology services and how they are provided
Concepts and uses of personal computer, mainframe computer, and tablet operating systems
General office practices and procedures

Ability to:

- Work independently, exercise initiative and good judgment
- Analyze data and draw logical conclusions
- Plan, organize, track and coordinate work to meet deadlines
- Multi-task, function in a fast-paced unstructured environment with frequent changes
- Remain calm and pleasant under stressful situations
- Enter relevant data into a computer while conversing on the telephone
- Organize files and maintain accurate records
- Work effectively with other District employees, students, and the public
- Communicate effectively orally and in writing
- Listen and communicate effectively with customers

ENTRANCE QUALIFICATIONS

Education:

Graduation from high school or evidence of equivalent educational proficiency, preferably supplemented by courses in computer science.

Experience:

One year of experience within the past five years in the operation of a computer hotline or help desk system, utilizing a multi-processing operating system receiving calls per day regarding computer and communications infrastructure (mainframes, client-server, LAN and WAN, Microsoft Windows or Apple OS, office productivity tools, telecommunications network, and mobile computing devices). A Microsoft Certified Professional Certificate (MCP) and/or experience working with PC hardware and software problem diagnosis and repair is preferable.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Entrance requirements are representative of the minimum level of knowledge, skill, and/or abilities. To the extent permitted by law, management retains the discretion to add or change typical duties of a position at any time, as long as such addition or change is reasonably related to existing duties.

Revised with Title Change
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