INFORMATION TECHNOLOGY CUSTOMER SUPPORT SPECIALIST III

DEFINITION

Under direction, provides advanced and specialized technical support to County-wide technology clients on a diverse range of personal computer, hardware, software, and peripheral issues; may provide lead direction; serves as an advanced-level (third-level) responder for difficult customer support issues and provides customer training and assistance on the more complex applications used throughout the County; ensures consistent and timely communication with clients on problem resolution efforts; supports professional staff in the installation, configuration, maintenance, and repair of desktop, network, and communication systems and their associated applications; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from supervisory or management personnel. May exercises technical and functional direction over and provides training to lower-level staff.

CLASS CHARACTERISTICS

This is the lead/advanced-level classification in the Information Technology Customer Support Specialist class series. Incumbents in this class are responsible for performing the most difficult, complex, and/or sensitive duties related to customer support (help desk) as well as providing paraprofessional technical support to information technology analysts on various enterprise applications, and may provide technical and functional leadership over other lower level staff on both projects and day-to-day assignments.

This class is distinguished from the Information Technology Customer Support Specialist I and II classifications in that the latter describes positions responsible for first- and second-level technical customer support at the entry- or journey-level.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

➢ Provides advanced and specialized customer support on a diverse range of personal computer, system hardware, software, and peripheral issues; serves as an advanced-level responder for the most difficult and complex technical issues; ensures consistent and timely communication with clients on resolution efforts; performs client support remotely and/or on-site as required.
➢ Provides second- or third-level technical assistance; assesses, investigates, troubleshoots, evaluates, and resolves difficult computer hardware, software, and peripheral equipment problems; as applicable, coordinates with professional staff to resolve the most complex problems.
➢ Serves as a technical expert within area of assignment, providing guidance and direction to other technical support staff and resolving the more complex customer service problems.
➢ Provides leadership and mentoring to other paraprofessional and technical information technology staff; assigns, directs, prioritizes, and monitors subordinate staff work; provides training as required.
➢ Leads and coordinates technical support projects or project elements; participates in project planning activities; plans, coordinates, and oversees project team activities; identifies deliverables and establishes schedules and timelines; identifies and allocates project resources; provides data for justification of unit budget in relation to assigned projects; maintains documentation version control; coordinates the delivery of final deliverables for review and approval.

- Supports professional staff in the installation, configuration, maintenance, and repair of desktop, network, and communication systems and their associated applications; may serve as the technical-level expert on specific applications or functions.
- Enters customer service related information into automated work management system, ensuring system is updated when actions are taken; maintains accurate records and files; documents progress and procedures performed; generates systems reports on a periodic basis.
- Continuously monitors the status of assigned work orders and ensures clients are updated on the time frame for resolution.
- Installs and configures desktop computers, hardware, and software; loads and tests specialized applications and security devices; applies software patches; ensures connectivity to network and communication systems.
- Coordinates and conducts training on standard applications (e.g., Microsoft software packages) used throughout the County; develops training materials, including tutorials and instruction manuals; delivers training to groups or one-on-one as needed; maintains records of employee attendance at training sessions.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Advanced operational characteristics of desktop, network, and telecommunication systems hardware, software, and peripheral equipment.
- Advanced principles, practices, methods, and techniques of troubleshooting, diagnosing, and resolving desktop computer hardware and software issues.
- Advanced methods of eliciting information from technology applications and systems.
- Advanced principles and methods of information technology customer service.
- Operations, services, and activities of a comprehensive information technology program.
- Information technology connections/relationships across multiple technology services and operations.
- Principles and practices of supervision and leadership, including staff motivation, team building, and conflict resolution.
- Department protocols for the installation, configuration, maintenance, and repair of computer hardware, standardized software packages, and peripherals.
- Principles of providing functional direction and training.
- Industry best practices of information technology management and control.
- Security and monitoring devices, and procedures necessary to maintain the integrity and security of data in networked systems.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.
- Principles and practices of project management and work flow analysis.
- Methods and techniques of conducting research.
- Methods and techniques of developing and delivering training on County-wide software applications.
- Departmental administrative functions with respect to asset control and County-wide security access measures.
- Principles and practices of developing and maintaining technical documentation, files, and records.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

➤ Modern equipment and communication tools used for business functions and program, project, and task coordination.
➤ Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

➤ Provide advanced paraprofessional and technical support for a diverse range of enterprise-wide and department-specific information technology systems and applications used throughout the County.
➤ Train others in work procedures.
➤ Perform advanced and specialized technical duties in support of the department's operations with respect to technology service delivery and training.
➤ Diagnose complex technical problems, develop recommendations and solutions, and implement corrections.
➤ Coordinate with other information technology staff, including professional analysts, to resolve the most difficult system technical support issues.
➤ Elicit information from client users, triage priorities, conduct diagnostic procedures, and take appropriate action.
➤ Install and configure desktop computers, hardware, and software and connect to communication systems.
➤ Provide staff leadership and work direction.
➤ Demonstrate strong and effective customer support skills.
➤ Effectively lead a team through various phases of paraprofessional information technology projects and coordinate team activities with multiple disciplines to achieve established goals.
➤ Prepare clear and concise client response and technical material.
➤ Prepare and deliver targeted training programs for County employees.
➤ Perform administrative tasks as assigned.
➤ Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
➤ Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
➤ Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
➤ Break down technical language and concepts in order to be understood by non-technology clients and co-workers.
➤ Actively listen and be alert to cues that co-workers and clients are not understanding the message.
➤ Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
➤ Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
➤ Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:
Any combination of the required training and experience that would provide the required knowledge, skills, and abilities is qualifying.

Equivalent to an associate degree from an accredited educational institution with major coursework in information technology, computer science, or a closely related field; and

EITHER

Four (4) years of experience providing technical support to users of desktop computer hardware and software and/or providing training to users of standard software;

OR

Three (3) years of experience at a level equivalent to the County's class of Information Technology Customer Support Specialist II.

Additional qualifying experience beyond the minimums listed above may be substituted for the required education on the basis of one (1) year of experience is equivalent to 30 semester (or 45 quarter) units.

Licenses and Certifications:

➢ Possession of, or ability to obtain and maintain, a valid California Driver's License by time of appointment and a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in an office setting and a technology environment; use standard office equipment, including a computer; some positions may be required to operate a motor vehicle; vision to read printed material and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds, with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Must be willing to work after hours, weekends, and holidays as needed. Must be able to pass a thorough background investigation.