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## INFORMATION TECHNOLOGY CUSTOMER SUPPORT SPECIALIST I/II

### **DEFINITION**

Under immediate or general supervision, provides technical support to County-wide technology program clients on a diverse range of personal computer, hardware, software, and peripheral issues and/or provides training and assistance on standard applications used throughout the County; receives and triages incoming requests from clients by asking diagnostic questions to identify the nature of the issue and establishing problem priority; serves as a first-level responder on the full range of standard technical issues and a second-level responder on limited, routine technical issues; ensures consistent and timely communication with clients on resolution efforts; provides technical support in the installation, configuration, maintenance, and repair of desktop computers and associated applications and network/communication systems; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives immediate or general supervision from supervisory or management personnel. Exercises no direct supervision over staff.

### **CLASS CHARACTERISTICS**

*Information Technology Customer Support Specialist I:* This is the entry-level classification in the Information Technology Customer Support Specialist series. Initially under close supervision, incumbents learn the operational aspects of the County's Information Technologies Department, its response processes, and the roles of first and second level responders to client technology issues. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the Information Technology Customer Support Specialist II-level, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

*Information Technology Customer Support Specialist II:* This is the fully qualified journey-level classification in the Information Technology Customer Support Specialist series performing the full range of first and limited second level responder duties for technology clients, and supporting assigned aspects of the department's technical operations. Positions at this level are distinguished from the Information Technology Customer Support Specialist I-level by the performance of the full range of technology support duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

These classes are distinguished from the Information Technology Customer Support Specialist III class in that the latter is responsible for the diagnosis and resolution of a broad range of complex system related hardware, software, and/or application problems that the Information Technology Customer Support Specialist I/II is unable to resolve, including on-site diagnosis and resolution.

Information Technology Customer Support Specialist I/II is distinguished from information technology analytical classes in that the latter are primarily responsible for the analysis of system or business needs, the evaluation of current systems, and the design of technical solutions to meet the identified business or system needs.

Positions in the Information Technology Customer Support Specialist I/II classes are flexibly staffed, and positions at the II-level are normally filled by advancement from the I-level requiring additional years of experience and after gaining the knowledge, skill, and experience which meet the qualifications for, and after demonstrating the ability to, perform the work of the higher-level class.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)**

- Provides technical support to County-wide technology program clients on a diverse range of personal computer, system hardware, software, and peripheral issues; receives and triages incoming requests from clients by asking diagnostic questions to identify the nature of the issue; determines severity and priority of the request; performs client support remotely and/or on-site as required.
- Serves as first-level responder by performing routine duties such as resetting passwords, and diagnosing and fixing routine desktop hardware and software or communication connectivity issues; resolves issues within prescribed timelines, or refers to higher level technical or professional staff for further investigation and resolution.
- Provides second-level assistance by conducting an on-site assessment of the issue; investigates, troubleshoots, evaluates and resolves routine computer hardware, software, and peripheral equipment problems; as applicable, refers issue to higher level technical and professional staff for more complex problem resolution.
- Enters 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 a variety of duties in support of the department's fixed asset inventory; performs yearly inventory of assets through visual confirmation at all County sites; records all surplus and asset movement transaction; updates databases.
- Administers the County access/entry control system; programs and distributes security keycards in compliance with County policies and procedures; creates and distributes photo identification badges for County departments; maintains and updates system or records to ensure all transactions for new and departing employees are promptly entered and acted upon.
- Performs related duties as assigned.

### **QUALIFICATIONS**

*Some knowledge and abilities may be gained by employees at the entry (I) level while in a learning capacity.*

#### **Knowledge of:**

- Operations, services, and activities of a comprehensive information technology program.
- Basic knowledge of the connection/relationships across multiple technology services and operations.
- Operational characteristics of desktop, network, and telecommunication systems hardware, software, and peripheral equipment.
- Principles, practices, methods, and techniques of troubleshooting, diagnosing, and resolving desktop computer hardware and software issues.
- Department protocols for the installation, configuration, maintenance, and repair of computer hardware, standardized software packages, and peripherals.
- Methods and techniques of eliciting information and performing diagnostic procedures on technology systems.
- Security and monitoring devices, and procedures necessary to maintain the integrity and security of data in networked systems.

- Industry best practices of information technology management and control.
- 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.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.
- 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:**

- Perform a variety of technical duties in support of the department's operations with respect to technology service delivery and training.
- 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.
- Demonstrate strong and effective customer support skills.
- Prepare clear and concise client response and technical materials.
- Prepare and deliver targeted training programs for County employees.
- Perform general 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.
- 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.*

Information Technology Customer Support Specialist I:

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

AND

One (1) year of experience providing technical support to users of desktop computer hardware and software and/or providing training to users of standard software.

Information Technology Customer Support Specialist II:

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

AND

Three (3) years of experience providing technical support to users of desktop computer hardware and software and/or providing training to users of standard software;

OR

Two (2) years of experience at a level equivalent to the County's class of Information Technology Customer Support Specialist I.

Additional technical support and/or training experience beyond the required experience 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. Possession of nationally recognized certification(s) in the fields of information technology, computer science, or a closely related field may be substituted for some or all of the required education.

**Licenses and Certifications:**

- Possession of, or ability to obtain, 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 materials 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.