



NEW:

04/21/2014

JOB TITLE:	TECHNOLOGY SUPPORT SPECIALIST I
DIVISION	OPERATIONS SERVICES
SALARY SCHEDULE/GRADE:	IA, GRADE 10
WORK YEAR:	260 DAYS
FLSA STATUS:	NON-EXEMPT
JOB CLASS CODE:	8585
BARGAINING UNIT:	CLAB

SCOPE OF RESPONSIBILITIES

Provides tier I support for incoming customer requests. Troubleshoot problems with a variety of district applications in a timely and accurate fashion and provides end user training and assistance when required. Problem resolution may involve the use of diagnostic and help request tracking tools, remote control tools to actively resolve end users help requests.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Effectively, professionally, and respectfully represents other Information Technology staff members, teams, and their service to the client community

Utilizes remote assistance as well as other tool sets to provides support for the district's Information Technology products and services. Support may include answering questions, troubleshooting problems, teaching or instructing customers regarding software or hardware functionality, and communicating policy

Determines the most effective manner to resolve the customer's issue and diligently engages in self-directed research and in-depth troubleshooting to resolve technical issues

Records required customer and problem information in the ticketing system and updates tickets with appropriate entries of activities. Closes the tickets with resolution entered upon completion of the job

Learns the software systems developed in-house and troubleshoots the same with the customers. Escalates the problem to the tier II support after gathering detailed information to replicate the problem

Assists users with operational needs as well as troubleshoots issues with the district's critical systems including but not limited to HR/Payroll/Financial systems and student information systems

Troubleshoots hardware, software or network problems associated with district devices and works closely with tier II support to initiate the necessary repairs/fixes

Actively participates in professional development to stay current on new systems implemented in the district

Works closely with the Manager Customer Support and the lead support specialist in addressing infrastructure related support tasks including but not limited to, password changes, provisioning, and other Active Directory related tasks

Performs other duties as assigned by supervisor

PHYSICAL DEMANDS

The work is primarily sedentary. The work requires the use of hands for simple grasping and fine manipulations. The work at times requires bending, squatting, reaching, with the ability to lift, carry, push or pull light weights.

MINIMUM QUALIFICATIONS

High School Diploma or G.E.D.

Three (3) years of experience with current desktop and server operating systems

Successful completion of the customer service representative certification within 90 days of employment

Extensive application support experience and working knowledge of a range of hardware and/or software diagnostic utilities

Effective communication skills

DESIRABLE QUALIFICATIONS

Bachelor's Degree.

Exceptional interpersonal skills, with a focus on rapport-building, listening, and inquiry skills

Ability to effectively prioritize and execute tasks in a high pressure environment

Exceptional customer service orientation with the ability to describe computer issues in a user-friendly language