



NEW:

04/21/2014

JOB TITLE:	TECHNOLOGY SUPPORT SPECIALIST III
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	IA, GRADE 14
WORK YEAR:	260 DAYS
FLSA STATUS:	NON-EXEMPT
JOB CLASS CODE:	8589
BARGAINING UNIT:	CLA5

SCOPE OF RESPONSIBILITIES

Provides tier III support for incoming customer requests. Troubleshoots 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. Works closely with other customer support team members and engages other technical service groups when necessary while following established methodologies to improve first call resolution, manage customer perception, and build strong relationships

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 and verification that the suggested solutions effectively resolves the users' problems as evidenced by verbal, phone, or email follow-up

Employs critical thinking to learn and understand the software systems developed in-house and troubleshoots the same with the customers. Escalates the problem after gathering detailed information to replicate the problem and only if the issue is deemed as a bug

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 performs the necessary repairs including but not limited to re-imaging machines, identifying and applying software and/or hardware updates

Stays current on certification(s) by successfully completing updated certification exam(s) while keeping abreast of new systems implemented in the district, and mentoring junior staff members

Works closely with the Manager Customer Support and the Platform Services group to support infrastructure related tasks including but not limited to, password changes, provisioning, running scripts and/or jobs, data forensics and other Active Directory related tasks

Assists other staff members in resolving outstanding tickets in a timely manner, closely monitors the ticket queue and quickly formulates and implements resolution paths to comply with the service level agreement to the customers

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

Bachelor's Degree

Four (4) years experience with current desktop and server operating systems with at least two (2) years in a customer service or help desk setting

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

A current, relevant, and industry-recognized certification or ability to successfully complete department-designated and department-paid certification(s) within twelve (12) months of hire

Extensive application support experience, especially with student information systems, coupled with advanced computer hardware and software troubleshooting experience

Effective communication skills

DESIRABLE QUALIFICATIONS

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