



NEW: Submitted:  
07/01/2019 05/14/2019

JOB TITLE:	PROFESSIONAL CUSTOMER CARE TECHNOLOGY
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	IA/GR 12
WORK YEAR:	260
FLSA STATUS:	NON-EXEMPT
JOB CLASS CODE:	3105
BARGAINING UNIT:	CLAB

**SCOPE OF RESPONSIBILITIES**

Supports teacher and student device integration the schools. Works with teachers, students, School Technology Coordinators and other staff members to integrate technology in the classrooms

**PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA**

Effectively, professionally, and respectfully represents the technology division to other teams and business owners, works cooperatively with peers to deliver excellent customer service

Researches, gathers, and shares knowledge to develop better processes and creative solutions that improve technical integration and streamline technology support operations

Resolves 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.

Communicates effectively with schools and vendors to make sure devices are serviced quickly and inventory at schools is accurate

Instructs on best practices to individuals and groups when it comes to device integration

Creates documentation, videos and processes to help with device integration

Works closely with students and staff to help create service desks within schools as a first point of contact for staff and students

Provides on-site training

Maintains accurate and updated records of the customer problem and resolution information in the ticketing system. Closes the tickets with resolution entered upon completion of the job and verification that the suggested solutions effectively resolves the issue

Provides support of the mobile device management and content filtering system

Performs all other duties as assigned by supervisor

Completes all trainings and other compliance requirements as assigned and by the designated deadline

**PHYSICAL DEMANDS**

The work is performed while standing or walking. The work requires the use of hands and tools for simple grasping and fine manipulations. The work, at times, requires bending, squatting, crawling, climbing and reaching with the ability to lift, carry, push or pull medium weights. The work involves being around moving machinery, exposure to marked changes in temperature and humidity, driving automotive equipment and exposure to dust, fumes, and gases.

**MINIMUM QUALIFICATIONS**

High school diploma or G.E.D.

(4) years' experience with current desktop operating system

(2) years' experience in a customer service or service desk setting

Application support experience and advanced computer hardware and software troubleshooting experience
Valid driver's license
A current, relevant, and industry-recognized certification, or the ability to complete department-designated and department-paid certification(s) within twelve (12) months of hire
Effective communication skills

DESIRABLE QUALIFICATIONS
Associate's Degree, or above, in Computer Science and Electronics or a related field
Project management experience
Experience with Mobile Device Management Systems
Experience in a diverse workplace