

GENESEE COUNTY

CUSTOMER SUPPORT SPECIALIST I

DISTINGUISHING FEATURES OF THE CLASS: The customer support position provides helpdesk and on-line support to users and departmental information technology staff. The incumbent also uses call handling and service tracking systems to manage and track service requests. The position involves collaboration and coordination with information technology staff and members (super users) in the IT department and in other departments, as well as routing requests to vendors when appropriate. The incumbent in this position is directly supervised by higher level IT staff or by departmental staff with responsibility for IT. The work is carried out in conformance with instructions and involves prompt actions to maintain schedules, recognize problems and initiate corrective action. The exercise of independent judgment is expected in routine matters. Shift work and on-call duties may be required. Additional responsibilities for this position may include the support of information technology operations and departmental applications. Incumbent does related tasks, as required.

TYPICAL WORK ACTIVITIES:

Receives and answers calls and requests from users for support and service;
Logs and update service calls on computerized call tracking systems, ensuring calls are logged properly and status is tracked;
Determines the nature of the request or problem and either delivers the solution if it is available, or routes the call to the appropriate resource;
Prepares administrative reports for tracking call handling activities and other various statistical reports as required;
Ensures that the data in informational databases and call handling systems are valid and current, updates systems with current information as provided;
Interfaces with technical specialists, IT mentors, users and vendors to inform and train peers on new systems information and call-handling or customer support procedural changes;
Assists with the maintenance of current call handling systems and databases and with the implementation of tool enhancements, ensuring that tool enhancements and usage instructions are relayed to the end users;
Interfaces with other IT staff and departmental managers regarding special customers to ensure that their required level of service is implemented and/or maintained;
Delivers training to or assists with the training of users in commonly used applications and information technology procedures;
Provides input to the development and renewal of service agreements with user departments, may provide input to negotiations with department IT staff and users;
Provides suggestions and inputs to the enhancement of customer support procedures and tools;
Assists with routine IT operations tasks as required.

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The above examples of duties are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND/OR PERSONAL CHARACTERISTICS:

Good knowledge of customer support and call-handling operations; good knowledge of related organizational policies and procedures; good knowledge of the operation of a computer system and communications network/telephone system; good knowledge of the use and general maintenance of computer hardware and peripheral equipment; good knowledge of standard off-the-shelf applications and the Internet; working knowledge of the jurisdiction's IT functions; ability to communicate effectively and with tact in a positive manner with users and IT staff both orally and in writing; good interpersonal skills; ability to work well in teams; independent judgment is required to work toward general results within limits of established policy.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, use hands to finger, handle, or feel objects, tools or controls; and reach with hands and arms. The employee is regularly required to walk, talk and hear.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

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MINIMUM QUALIFICATIONS: Graduation from high school or possession of an appropriate equivalency diploma recognized by the NYS Department of Education,
AND EITHER:

- A. A Bachelor's Degree from a regionally accredited or NYS registered college or university in Data Processing, Computer Science (or related Computer Information Systems), Business Administration, Accounting, or Education,

OR:

- B. An Associate's Degree from a regionally accredited or NYS registered college or university in Accounting, Business Administration, Computer Science, Computer Information Systems, Data Processing or related field, AND two (2) years of full-time, paid experience working in an office or agency which required computer related work such as analysis, design, technical support, implementation and delivery of information systems,

OR:

- C. Four (4) years of full-time, paid experience working in an office or agency which required computer related work such as analysis, design, technical support, implementation and delivery of information systems,

OR

- D. Any equivalent combination of training and experience as defined by the limits of A, B, or C above.

Competitive Class

Approval 9/10/98

Revised 3/16/90

10/13/99

All qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status.