

Computer Support Technician

DEFINITION

The primary function of this class is to provide complete desktop support to the City's internal computer users. Functions within this class are performed within a fast-paced, centralized support environment.

Employees exercise a combination of customer service and technical skills during the performance of duties. The primary focus of the work involves responding to computer user problems providing effective technical assistance, support and advice in order to troubleshoot and diagnose hardware, software and other peripheral workstation problems. Work may also include the installation of hardware, software and other equipment based on defined processes and procedures, as well as testing the products to ensure that they are in working order.

Employees of this class require a sufficient level of technical expertise and knowledge of hardware and software applications to provide effective and dependable technical support to end-users. A high level of interaction is required with all levels of computer users within the corporation.

TYPICAL DUTIES*

Provides direct, one on one customer support over the telephone, by e-mail, or in person to quickly identify and resolve computer user problems. Investigates specific hardware, software, network, server, peripheral, and associated problems; takes corrective actions to resolve such issues in order to restore service to customers as quickly as possible.

Manages and prioritizes call and ticket queues and responds in a timely manner to requests. Maintains contact with the customer to ensure issues are resolved. Ensures computer user problems and inquiries are logged and tracked in the tracking system.

Over the telephone, provides consultation, advice, and guidance to clients regarding the effective use and availability of standard hardware and software products, including operating systems, software applications, printers and other peripherals, and other related end user tools.

Installs, tests, modifies and maintains a full range of hardware, software application products, peripherals and other associated products related to servers, networked workstations, standalone computer, networking equipment, peripherals, etc.

Updates records of maintenance or changes to assets in order to maintain accurate inventory lists.

Monitors trends and the reoccurrence of computer user problems; troubleshoots and investigates the cause of system/application problem(s) and refer the issue(s) to the correct support group. Notifies the correct support group when performance standards and service levels are not being met.

May be involved in a full spectrum of Directory Resource Administration activities such as: creating/terminating computer accounts; adding/removing group membership and file permissions; file recoveries; application software installation and upgrades; Internet and Intranet support; monitoring and troubleshooting communication tools such as Outlook, and Office Communicator; server configuration and maintenance; adds, changes or deletes user profile access, file access, device or file sharing, applications access, etc, ensuring the customer has the correct approvals; maintains a current log of all user access profiles/network profiles.

Researches and stays abreast of new computer infrastructure, computer system operating environments and new software applications.

Performs related duties as required.

KNOWLEDGE, ABILITIES AND SKILLS

Exceptional customer service and communication skills to effectively respond to customer computer user problems providing effective technical assistance, support and advice.

Ability to work independently and as a member of a team and to make decisions in accordance with established policies, standards and objectives.

Ability to analyze, troubleshoot and resolve technical problems associated with hardware, software and other peripheral workstation problems. Ability to maintain and install software and hardware devices.

Strong organizational skills, including the ability to handle multiple assignments and tasks while meeting deadlines in a fast-paced customer service environment.

Ability to establish and maintain effective working relationships with all levels of computer users and service providers.

Demonstrated knowledge of network systems, computer systems, hardware and software.

Ability to learn and apply new developments when necessary (i.e. new developments in LANs, servers, workstations, operating systems, communications hardware and software, application software, etc) in order to provide better customer service for the user.

TRAINING AND EXPERIENCE REQUIREMENTS

Job Level

Completion of the twelfth (12th) school grade, or GED, supplemented by a relevant computer certificate program (**Please see details below*) from a recognized Community College or Technical Institute, including a minimum of one year experience in a computer systems support role in a customer service environment.

Opportunity Concept

Completion of the twelfth (12th) school grade, or GED, supplemented by a relevant computer certificate program (**Please see details below*) from a recognized Community College or Technical Institute. Demonstrated experience providing excellent customer service skills is required.

**Relevant computer certificate programs generally have a minimum of 700+ instructional hours. These certificate programs will include course work directed at desktop support such as: troubleshooting common software and hardware problems in a network environment; configure, maintain and repair desktop systems; control network access firewalls and access controls; manage a network environment using debugging tools and scripting; complete relevant documentation and activity reports; provide common network Help Desk support utilizing effective communication with clients; etc.*

This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.

Salary Plan	<u>21M</u>	<u>21A</u>	<u>21B</u>	<u>21C</u>
Job Code	0420		0421	
Developmental		1357		1358
Last Updated:	1998-05			
Previous Updates:	2012-04			
Originated:	1993-10			