

## **SANTA CRUZ COUNTY OFFICE OF EDUCATION**

### **INFORMATION SERVICES, CUSTOMER SUPPORT SPECIALIST**

#### **DEFINITION**

Under general supervision, to provide customer support to users of the County Office of Education technology and data processing services; to administer computer/network accounts; to test and critique information systems for accuracy; to provide support services to data processing; to assist in the administration of local and wide area networks; and to perform effective and timely resolution of user requests, inquiries and functions.

#### **SUPERVISION EXERCISED**

Exercise no supervision.

#### **EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

Coordinate, monitor, and resolve all problems relating to microcomputer, area networks, hardware, software, and peripheral equipment such as: printers, monitors, modems and multimedia equipment.

Provide customer support to internal and external users of Data Processing and Technology Services; receive, screen, prioritize, and follow through on user requests and inquiries related to the use, modification and/or enhancement of information/technology systems.

Interview users regarding system malfunctions, faulty signs, and related matters; perform preliminary diagnostic tests of systems: gather and record appropriate data related to testing procedures; analyze available facts, document data and determine action for resolution of an inquiry; refer complex or highly technical inquiries to appropriate staff for resolution.

Act as an information source for emerging technologies and equipment procurement.

Respond to and resolve area network problems.

Perform a wide variety of technical duties involved in providing personal computer hardware and software support.

Arrange for maintenance and technical repairs to network equipment, microcomputers, and peripheral equipment.

Identify and resolve microcomputer problems.

Test new software to ensure effective performance with components

Plan, organize and prioritize assigned tasks.

Provide comprehensive procedural and informational support to users regarding system activities and operations; make on-site visits to users for training and/or diagnostic purposes; coordinate and provide direct training to users in the proper use and operation of new or existing systems; prepare and update user manuals: create, maintain, update, and distribute written documentation manuals; develop workshop curriculum and materials: schedule and conduct presentations, seminars, and training sessions.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES (CONTINUED)**

Evaluate PC and HP3000 software and hardware; install, maintain, update, and troubleshoot microcomputer software applications and memory management.

Coordinate the County Office's area networks, microcomputer, related software and minicomputer system accounts.

Assist the Network Administrator for the Wide Area Network (WAN) and Local Area Network (LAN):install, configure, and maintain LAN/WAN equipment and programs.

Maintain a variety of records, logs and files related to assigned operations and functions; design, prepare and maintain on-line documentation.

Perform a variety of system management functions.

Work on special projects to design and format information systems.

Attend and participate in staff meetings and in-service activities; attend workshops, conferences, and classes to increase professional knowledge.

Maintain confidentiality of data and information.

Serve as back up to Data Processing Technical Assistant.

Serve as a liaison between software vendors and the County Office.

Perform related duties and responsibilities as assigned.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Knowledge of:**

Principles and practices of customer service techniques.

Principles, methods, and techniques of information technologies, such as computerized accounting systems, microcomputer hardware and software, Wide Area and Local Area networks, peripheral equipment, etc.

Routine maintenance methods and procedures.

Practices, procedures, documentation and causes of microcomputer user downtime.

Applications and capabilities of a variety of software systems and applications.

Principles of network management.

Proper office methods, practices, and procedures.

Emerging technologies and trends.

**Knowledge of (Continued):**

Principles and methods of training and instruction.

Principles and practices of data collection and report preparation.

Safe work practices.

Safe driving principles and practices

**Skill and Ability to:**

Provide outstanding technology user service support.

Analyze data and situations, reason logically, draw sound conclusions and develop effective solutions to technology system problems.

Determine the origin of microcomputer malfunctions and resolve them.

Perform general repairs on microcomputers, area networks, and related hardware and software.

Install, configure, and network information/technology systems.

Operate a variety of highly technical computer equipment and related peripheral equipment.

Operate modem office equipment.

Type at a speed necessary for successful job performance.

Learn new software applications including word processing, spreadsheet, data base communication, and desktop publishing software.

Effectively coordinate and monitor technology activities with designated users.

Research, compile, and analyze data and information.

Analyze situations carefully and adopt effective courses of action.

Plan and organize work to meet schedules and time lines.

Work under limited supervision within a broad framework of standard policies and procedures.

Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.

Communicate clearly and concisely, both orally and in writing.

Establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work.

**Skill and Ability to (Continued):**

Communicate technology information and department rules, policies, and procedures.

Operate a motor vehicle safely.

**EDUCATION AND EXPERIENCE:**

*Any combination of equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:*

**Education:**

Equivalent to the completion of two years of college with major course work in computer technology (microcomputer, area networks, data processing, and telecommunications)

**Experience:**

Two years of experience providing a broad range of technology and data processing services to users working in a multiple unit facility. Experience in public education is preferred.

**License or Certificate:**

Possession of, or ability to obtain, an appropriate, valid driver's license. Certification of insurability.

**SPECIAL REQUIREMENTS:**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. Essential duties require the following physical skills and work environment:*

A diverse work environment exists. Heavy physical effort involved, which may include extensive standing, walking, climbing, crawling, stooping, and working in awkward positions.

Ability to work in a standard office environment with the ability to sit for long periods and experience sustained repetitive motion of wrists and hands for intervals of time.

Includes lifting or moving of heavy parcels, machines, equipment or materials weighing 50 pounds or more, with or without assistance.

Indoor work environment with exposure to routine computer noises with some travel to different sites and locations.

**Approval Date:** March 25, 1997.