

CUSTOMER SERVICES REPRESENTATIVE - AUTOMATED SYSTEMS

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent in this position provides support services to the Information Technology user community by providing telephone support to County departments in resolving microcomputer hardware and software operational problems and system malfunctions. Incumbents provide direct assistance to users by talking through problems over the telephone or by recreating problems and offering assistance. Incumbents must be familiar with County support hardware, software and systems, and must be able to communicate effectively with both novice computer users as well as experienced data processing professionals. Responsibilities also involve developing computer training modules and providing instruction to County department users on a scheduled basis. Incumbents may act in a lead capacity over a small number of administrative/clerical support staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Performs initial diagnostic procedures to determine nature of user problem and independently resolves as many problems as possible; directs problems that cannot be identified and resolved to higher-level technical staff;

Maintains detailed logs of user problems to track the type of issues reported, who reported them, and the resolution to the problem so that recurring problems can be identified and resolved expeditiously through the use of the County's Help Desk software;

Dispatches requests such as hardware or software repairs, which are outside of the scope of the Help Desk, to the appropriate technical staff;

Serves as the central point of contact between the technical computer support staff and the departmental end-users;

Responds to questions regarding installations, setups, error messages, system procedures, on-line transactions, system status, and downtime;

Responds to customer complaints, questions and problems in a timely manner;

Uses established procedures to document problems and recommends modifications for improvement; updates procedures as required;

Follows-up with users to ensure that problems have been resolved;

Provides management with historical data analysis to assist in measuring system efficacy;

Analyzes operating problems and quickly arrives at workable solutions;

Performs periodic customer satisfaction surveys of end-users;

Stays informed of all changes to the County hardware, software and systems being supported to effectively assist and train users in the applications being used on a county-wide basis;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

Provides status of assigned projects and feedback to end-users and members of the technical staff;

Trains and supports user personnel in the use of automated systems;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as required.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the practices and procedures used to operate and maintain automated office systems; good knowledge of help desk software; good knowledge of general business practices and procedures; good knowledge of the operation of a standard alphanumeric keyboard; knowledge of the capabilities and limitations of microcomputers; knowledge of basic computer language; knowledge of training techniques and procedures; skill in the use of computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to think logically and analyze problems; ability to maintain records and prepare reports; ability to work and deal effectively with user department personnel on all levels; ability to work in a lead capacity over subordinate personnel; ability to communicate effectively both verbally and in writing; good judgment; resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school or equivalency diploma and six years of experience where the primary function of the position was using computer applications (i.e., word processing, spreadsheet, database software, etc.), one year of which must have involved providing technical systems support to users of computers.

SUBSTITUTIONS: Satisfactory completion of 30 credits* in Information Systems or a closely related field may be substituted on a year for year basis for up to four years of the aforementioned experience, but candidates must possess the one year of specialized experience.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.