

## PROGRAM SPECIALIST (CUSTOMER SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent in this position provides support services to departments utilizing automated systems provided by the Data Processing Division of General Services. These customer support services are provided in two ways. First, the incumbent is responsible for receiving and screening all incoming user calls, logging the complaint and then dispatching the request to the appropriate section of Data Processing for action. Second, the incumbent is responsible for coordinating the acquisition of terminal related equipment and the tracking of this equipment as approved and allocated by the Budget Office. Supervision is not normally a responsibility of this position. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Receives user calls regarding computer system related problems and provides advice as to the appropriate action to be taken to resolve the problem, or dispatches the service request to the appropriate Data Processing Unit for action;

Coordinates the acquisition of terminal related equipment and its installation or relocation;

Monitors and logs information into the Distributed Systems Service Request system and, upon resolution of each problem, calls the user to verify user satisfaction;

Monitors the tracking of terminal related equipment, as approved and allocated by the Budget Office via an automated tracking system; prepares status reports and statistics using the automated tracking systems, as well as other resources;

Coordinates site surveys according to priorities established at Terminal Installation Committee meetings;

Attends daily meetings to receive outstanding service requests and discusses appropriate action to be taken to resolve those problems;

Generates weekly and monthly reports summarizing types of user problems and final resolutions of each problem;

Provides miscellaneous clerical and office support duties as required.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the practices and procedures in operating and maintaining automated office systems; good knowledge of general business practices and procedures; good knowledge of the operation of a standard alphanumeric keyboard; ability to work and deal effectively with user department personnel on all levels; 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: A high school or equivalency diploma and six years experience in data processing, word processing or business automated systems, two years of which must have been in a supervisory capacity and one year of which must have involved staff experience in training subordinates or system users in the use of software.

SUBSTITUTIONS: Undergraduate level education may be substituted on a year for year basis at the rate of thirty credit\* hours per year up to four years. There is no substitute for the one year of specialized 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 Education Department as a post-secondary, degree-granting institution.