

Class Concept

This is second level support and problems that cannot be resolved at level one are referred to this level. May specialize on specific system and application issues. Responsible for providing high level support to clients over the phone or through remote sessions. Responsibilities include advanced assessment, triage, documentation, and resolution of basic incidents and requests. Issues outside of the scope of responsibility will be escalated as needed to appropriate staff. May in assist in the design computer training manuals by identifying and describing information needs; using desktop publishing; submitting initial versions for review; revising and editing final copy. Maintains safe and healthy training environment by following organization standards and legal regulations. Conducts training classes by presenting job-specific, agency/university-specific, and generic software applications.

Recruitment Standards

Knowledge, Skills, and Abilities

- Working knowledge of networking, telecommunications, office software and systems.
- Ability to prioritize workflow and organize diverse material and ability to handle multiple, competing and changing priorities.
- Ability to interact effectively and professionally, and provide exceptional service, both internally and externally at all times with exemplary customer service skills.
- In depth understanding of computer hardware and troubleshooting.
- Experience supporting and troubleshooting Line of Business applications.
- Excellent problem-solving and troubleshooting skills.
- Willingness to strive to consistently improve, both personal and as a team, to achieve extraordinary results in customer services and technical skills.
- Effective written and verbal communication skills.

Minimum Education and Experience

Associate's degree in computer information technology, computer technology Integration, networking technology, or related area from an appropriately accredited institution and one year of experience in the information technology field related to the position's role; or

High school or General Educational Development (GED) diploma and two years of experience in the field of technology related to the position's role. Coursework in computer or information technology may be substituted year-for-year for the required experience; or an equivalent combination of education and experience.