

Class Concept

This is second level support and problems that cannot be resolved at the first level 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. Position assists in the design of computer training manuals by identifying and describing information needs; using desktop publishing; submitting initial versions for review; revising and editing final copy. Conducts training classes by presenting job-specific, agency/university specific, and generic software applications. Provides support and first contact resolution as a subject matter expert in one or more areas.

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.
- Ability to prioritize workflow and organize diverse material; ability to handle multiple, competing and changing priorities.
- Ability to interact effectively and professionally, displaying exceptional service to all customers.
- 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 degree in computer science or an IT related field 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 three years of experience in the field of technology related to the position's role; or an equivalent combination of education and experience.