

SAN MATEO COUNTY OFFICE OF EDUCATION

CLASS TITLE: CUSTOMER SUPPORT TECHNICIAN

BASIC FUNCTION:

Under the direction of the Manager, Information Technology Support, provide help desk support and technical training and assistance to County Office and school district personnel concerning computer system operations, software applications and related practices, procedures and malfunctions.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Provide help desk support and technical training and assistance to County Office and school district technology users concerning the operation of computer systems, software applications, on-line functions, peripherals and related reporting functions; assess, identify and respond to user needs.

Receive and respond to help desk telephone calls concerning various computer systems; respond to inquiries and provide technical information concerning related techniques, requirements, reporting functions, practices and procedures.

Assist system users with resolving computer system problems and malfunctions; provide general troubleshooting, determine type of request, diagnose and provide solutions or route complex problems to appropriate personnel; arrange for maintenance and repairs as needed.

Assist users with initiating queries, manipulating data, maintaining automated records and generating computerized reports and documents as needed.

Input, download and update a variety of data in an assigned computer system; establish and maintain automated records and files; initiate queries and generate various computerized documents and reports; assure accuracy of input and output data; identify errors and make corrections as needed.

Operate a computer, peripherals and a variety of specialized software; develop and maintain on-line documentation for computer systems as required.

Prepare and maintain a variety of records and reports related to computer systems, school districts, 1099's, year-end closing, accounts payable, payroll, errors, school services, user support and assigned activities; duplicate and distribute materials as needed.

Provide input concerning the programming, development and modification of computer systems, databases and applications as directed; test and evaluate new software and system applications for quality, accuracy and effectiveness.

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Conduct training sessions concerning computer system operations as directed; prepare and deliver oral presentations.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Computer systems and software applications utilized by the County Office and local school districts.

Database structures, on-line applications and system capabilities of assigned computer systems.

Principles, methods and procedures of operating computers and peripheral equipment.

Diagnostic techniques and procedures used in computer repair.

Manual instructions, sufficient to enable quick and accurate diagnosis of difficulties.

Record retrieval and storage systems.

Customer service standards, practices, techniques and procedures.

Principles and practices of data processing.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Record-keeping and report preparation techniques.

Technical aspects of computer training and support.

ABILITY TO:

Provide help desk support and technical training and assistance to County Office and school district personnel concerning computer system operations, software applications and related practices, procedures and malfunctions.

Provide general troubleshooting, determine type of request, diagnose and provide solutions or route problems to appropriate personnel as needed.

Determine appropriate action within clearly defined guidelines.

Utilize a computer to input and extract data and generate a variety of documents and reports.

Detect errors and inaccuracies in data output reports.

Operate computers and peripheral equipment properly and efficiently.

Arrange for maintenance and repairs as needed.

Work independently with little direction.

Meet schedules and time lines.

Complete work with many interruptions.

Maintain routine records related to work performed.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by college-level course work in

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computer science, software applications or related field and two years experience performing help desk support, computer repair or related duties.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.
Constant interruptions.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information.
Seeing to view a computer monitor and read a variety of materials.
Sitting for extended periods of time.