



VIRGINIA BEACH CITY PUBLIC SCHOOLS CHARTING THE COURSE

CUSTOMER SUPPORT TECHNICIAN, I and II

GENERAL RESPONSIBILITIES

Under the direction of the Customer Support Center Supervisor, the positions are responsible for providing top-quality customer service and troubleshooting applications, networks and hardware.

ESSENTIAL TASKS

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Respond to users and parents via phone, computer or walk-in to assist in troubleshooting applications, networks and hardware issues to identify resolution and supports the student information system.
- Completely document user issues and resolutions in the service desk application using identified DOT procedures.
- Work with other DOT teams to resolve technical issues and provide technical assistance to end users.
- Update user permissions, group memberships, and reset passwords as needed.
- Run system checks for the Customer Support Center using identified Customer Support Center procedures, including verification of student information system processes.
- Create and update user instructions and processes for the student information system and Customer Support Center documentation.
- Complete testing for updates to the student information system using identified Customer Support Center scripts.
- Provide end user training for the student information system.
- Work as a team member to complete tasks and deliverables on time.
- Address users in a courteous and professional manner.
- Manage time and assignments effectively and efficiently.
- Perform related tasks as required.

DUTIES ASSIGNED TO THE CUSTOMER SUPPORT TECHNICIAN II ONLY

- Support Customer Support Technician I staff members needing assistance with solving user requests.
- Serve as publisher for student information system collaboration site.
- Monitor deadlines for assignments, tasks and deliverables for identified Customer Support Center processes.
- Monitor and assign service desk tickets in the Customer Support Center unassigned queue.
- Run assigned reports such as membership, enrollment and attendance data for the student information system.

KNOWLEDGE, SKILLS AND ABILITIES

Must have a good knowledge of troubleshooting computer hardware, common software applications such as Microsoft Office, service desk, and user account maintenance is essential; familiarization with the student information system and electronic grade book is preferred. Must have the ability to communicate effectively orally and in writing; understand and execute oral and written instructions; and work with minimal supervision and organize workload. Must have excellent interpersonal skills and be able to listen, understand and analyze problems over the phone, computer and in person.

EDUCATION AND EXPERIENCE

High School Diploma or GED required. Industry certifications in related field preferred.
A comparable amount of training and experience may be substituted for the minimum qualifications.

PHYSICAL REQUIREMENTS

Position requires some standing, walking, and moving to accomplish the duties of the job.
Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

SPECIAL REQUIREMENTS

Possession of a valid driver's license