CUSTOMER SUPPORT COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class is responsible for planning, implementing, coordinating, and supervising the activities of a technical team whose primary function is assisting end-users in resolving problems with existing computer systems. The incumbent is the bridge that communicates any issues or concerns from either party to each other. Work is performed under the general supervision of the Chief Information Officer or the Assistant Director of Information Technology with leeway allowed for the use of independent judgement on routine issues. Supervision is exercised over the work of various IT personnel. Does related work as required.

TYPICAL WORK ACTIVITIES:

Organizes and prioritizes maintenance requests and activities;
Troubleshoots issues that arise during computer usage;
Responds to user requests for assistance in software and hardware operation;
Follows up on job requests ensure satisfactory resolutions;
Receives customers' requests for service, suggestions and comments and schedules customer work;
Provides technical support or training for systems and networks;
Handles customer issues or refers questions and problems to the appropriate systems, operations or programming staff;
Coordinates problem solving efforts regarding terminals and data communication lines with vendors and system users;
Tracks status of application software problems and computer hardware problems;
Identifies any long-standing problems and reports such to supervisor;
Develops and disseminates forms and written procedures for customers to follow in reporting problems.
Meets with users and potential users to explain possible approaches to computerization and procedures for obtaining services from the Computer Services Department;
Prepares reports of activities and progress reports on projects for submission to department heads;
Oversees assignment of work performed by contracted vendors.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of network management and help desk support;

Thorough knowledge of the principles, techniques and concepts utilized in microcomputer systems analysis;
Good knowledge of microcomputer capacities, programming principles, techniques and concepts;
Good knowledge of software packages in use in the county;
Good knowledge of computer programming;
Good knowledge of departmental policies and procedures;
Working knowledge of office terminology and procedures;
Working knowledge of the operation of personal computers and mainframe peripheral equipment;
Ability to express ideas clearly and concisely, especially when defining problem situations;
Ability to work effectively with users in solving problems;
Ability to establish cooperative working relationships with other departmental staff and user departments;
Ability to communicate effectively, both orally and in writing;
Ability to perform close detail work;
Ability to plan and supervise the work of others in a manner conducive to high performance;
Ability to train others in the use of microcomputers and general use mainframe software packages;
Ability to prepare written material such as detailed narratives of proposed projects and progress reports;
Ability to understand and follow complex written and oral directions;
Ability to establish priorities and coordinate several different activities;
Critical thinker;
Strong communication skills;
Strong organizational skills;
Detail orientated;
Tact;
Courtesy;
Patience.

MINIMUM QUALIFICATIONS:

A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree which included or was supplemented by 24 credit hours in computer science or programming and one years of experience in computer programming, personal computer systems analyses, assisting users in resolving computer problems, or local area network administration; OR

B) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree which included or was supplemented by l2 credit hours in computer science and/or programming and three years' of experience in computer programming, personal computer systems analyses, assisting users in resolving computer problems, or local area network administration; OR

C) Graduation from high school or possession of an equivalency diploma and five years of experience in computer programming, personal computer systems analyses, assisting users in resolving computer problems, or local area network administration; OR

D) An equivalent combination of training and experience as indicated by the limits of A), B) and C) above.

"BACKGROUND INVESTIGATION AND ADDITIONAL SCREENINGS: Each candidate is subject to a thorough background investigation to comply with requirements related to security, data types and supported systems. A conviction at any time may bar appointment to this position, result in termination and/or require additional screening at the discretion of the employer."

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