

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE
TECHNICAL SERVICE SPECIALIST

DEFINITION

Provides constant support of department-wide customer services in receiving, processing, monitoring and coordinating customer requests throughout the employing department; responds to customer concerns; offers input into related policy and procedure decisions; performs related work as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Performs customer service center processes for the entire department; accesses and provides accurate information and assistance for customers; researches and resolves customer issues.

Meets preset deadlines to maintain service for customers and the reputation of the employing department as a responsible service provider; provides feedback on policies and procedures; identifies areas needing business process improvement.

Provides service order entry; tracks incoming work orders and distributes to appropriate individuals for processing.

Maintains data bases, spread sheets and processes reports; ensures collection of proper and reliable information, working with staff responsible for defining and collecting information into customer services systems.

Provides data that can be analyzed and graphed for problem identification and process improvement; trouble shoots problems unresolved by other staff; creates reports and support documentation, using Microsoft Word Excel, PowerPoint and other reporting and processing tools.

Participates in team review and planning to promote customer service and involvement; manages own work time and work load; coordinates special projects and requests.

Initiates correspondence, reports and spreadsheets; maintains written and electronic documentation; edits marketing and customer informational materials.

Supports all ICN products to include: PBX services - PhoneMail, calling cards, toll free, long distance, related components (Rolm switches, phones, DMS 500 switch, VRU's PBX's, fiber, cable pairs); Network services - compressed video, full motion video, frame relay, Internet, DS1 - DS3 connectivity, ATM, Iowa MailHub, Ethernet, and related components (routers, CSU/DSU's, fiber, local loops, classrooms, racks, PVC's).

COMPETENCIES REQUIRED

Knowledge of internal, on-line systems (e.g. RFS, MailHub, etc.); Windows '95; Microsoft Word, Excel, PowerPoint; Visio; and Internet functionality.

Knowledge of principles, practices, terminology, improvements, and developments of telecommunications industry.

Ability to handle multiple projects concurrently and adhere to strict deadlines.

Ability to conduct extensive research to satisfy customer issues.

Ability to learn new technology on a regular basis.

Ability to analyze own work processes and formulate recommendations for process improvements.

Ability to work without direct supervision and work productively in a team environment.

Ability to communicate technical information in a non-technical format that enables customers to understand network issues.

Ability to recognize technical requirements for all departmental services to make corrections to work orders or know when corrections are required.

Ability to work under extreme pressure without exaggerated reactions.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Makes an effort to follow policy and cooperate with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Experience equal to four years of full time general administrative or specialized technical support work experience at the level of Information Technology Support Worker 3 or Secretary 2, six months of which must have involved work in telecommunications or personal computers;

OR

an equivalent combination of education and experience, substituting thirty semester hours of accredited post high school education for each year of the required experience to a maximum of four years;

OR

an associate degree in telecommunications and six months telecommunications or personal computer experience.

Effective Date: 6/98 GRC