

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE

TECHNICAL SERVICE SPECIALIST SENIOR

DEFINITION

Provides single point of contact for department-wide customer service inquiries, service problems, procedural issues, general information and customer maintenance; identifies and recommends policy 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

Responds to calls from customers regarding service inquiries, service problems, procedural issues, general information, and customer maintenance.

Troubleshoots network problems; probes customer to define issue, suggests possible fixes, enters and tracks trouble tickets and provides resolution feedback to customer; acts as liaison between department staff and customers during resolution process.

Maintains and tracks customer equipment and service inventories; researches billing and network issues to satisfy customer inquiries.

Provides feedback to manager on policies and procedures and identifies areas needing business process improvement.

Processes customer requests for service; provides consultation for customers to determine customer needs and application requirements; enters appropriate order and follows up with customer to ensure services are delivered correctly and timely.

Notifies all state department help desk support personnel of network outages or other service impacting issues; provides updates on repair progress and network status.

Works closely with staff; ensures customer requests are being met; tracks customer orders, and provides customer feedback to department staff.

Participates in organization-wide committees to improve communications within the department and with customers.

Trains new hires on job functions to include responding to customers, internal phone systems and on-line work processing programs.

Manages special projects and requests in support of department staff.

Supports all ICN products to include PBX services, PhoneMail, calling cards, toll free, long distance, related components (Rohm switches, phones, DMS 500 switch, VRU's, PBX's fiber, cable pairs); Network services: compressed video, full motion video, frame relay, Internet, DSI - 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 the 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 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 five years of full-time general administrative or specialized technical support work experience at the level of Technical Services Specialist, Information Technology Support Worker 4, or Administrative Assistant, one year of which must have been 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 or computer science and one year of full-time telecommunications or personal computer work experience.

Effective Date: 6/98 GRC