

Iowa Department of Administrative Services – Human Resources Enterprise
Job Classification Description

Technical Service Specialist Senior

Definition

Provides advanced technical customer service and operational support for the department's information and communication network systems; serves as a technical resource for complex service issues and contributes to process and service improvements; performs related work as required.

The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

Work Examples

Responds to customer calls regarding service inquiries, issues, and procedural questions.

Acts as a liaison between department staff and customers during the resolution process.

Provides consultation for customers to determine their needs and application requirements.

Follows up with customers to ensure services are delivered correctly and on time.

Trains new hires on job functions, including responding to customers and using internal systems.

Troubleshoots network problems; probes customers to define issues, suggests possible fixes, enters and tracks trouble tickets, and provides resolution feedback.

Notifies all state department help desk support personnel of network outages or other service-impacting issues.

Provides updates on repair progress and network status.

Researches billing and network issues to satisfy customer inquiries.

Supports all ICN products, including unified communications services and network services.

Identifies and recommends policy decisions.

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

Participates in organization-wide committees to improve processes, efficiency, effectiveness, etc.

Maintains and tracks customer equipment and service inventories.

Manages small projects and requests in support of department staff.

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

Competencies Required

Knowledge:

- Telecommunications – Transmission, broadcasting, switching, control, and operation of telecommunications systems.
- Customer and Personal Service – Principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- English Language – The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Engineering and Technology – The practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.
- Computers and Electronics – Circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Abilities:

- Written Expression – Communicate information and ideas in writing so others will understand.
- Written Comprehension – Read and understand information and ideas presented in writing.
- Oral Expression – Communicate information and ideas in speaking so others will understand.
- Oral Comprehension – Listen to and understand information and ideas presented through spoken words and sentences.
- Deductive Reasoning – Apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning – Combine pieces of information to form general rules or conclusions.
- Information Ordering – Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Problem Sensitivity – Tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Skills:

- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Reading Comprehension – Understanding written sentences and paragraphs in work related documents.
- Speaking – Talking to others to convey information effectively.
- Writing – Communicating effectively in writing as appropriate for the needs of the audience.

- Negotiation – Bringing others together and trying to reconcile differences.
- Active Learning – Understanding the implications of new information for both current and future problem-solving and decision-making.
- Judgment and Decision Making – Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Service Orientation – Actively looking for ways to help people.
- Complex Problem Solving – Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Quality Control Analysis – Conducting tests and inspections of products, services, or processes to evaluate quality or performance.
- Systems Evaluation – Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.
- Systems Analysis – Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- Operations Monitoring – Watching gauges, dials, or other indicators to make sure a machine is working properly.

Minimum Qualification Requirements

Applicants must meet at least one of the following minimum requirements to qualify for positions in this job classification:

- 1) Three years of full-time work experience in technical support, network operations, or telecommunications.
- 2) A total of three years of education and/or full-time experience (as described in number one), where thirty semester hours of accredited college or university coursework in information technology, computer science, networking, or telecommunication equals one year of full-time experience.
- 3) Graduation from an accredited college or university with an associate's degree in information technology, computer science, networking, or telecommunications, and experience equal to one year of full-time work in technical support, network operations, or telecommunications.
- 4) Current, continuous experience in the state executive branch that includes six months of full-time work as a Technical Service Specialist.

Effective date: 12/25 KC