

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

Technical Service Specialist

Definition

Provide technical customer service and operational support for the department's network and communication systems; assists in resolving service issues, maintaining service records, and supporting the delivery of reliable network operations; 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

Manages the customer service process for the entire department, providing accurate information and assistance to customers.

Researches and resolves customer issues to maintain service quality and the organization's reputation as a reliable service provider.

Performs service order entry.

Tracks incoming work orders and distributes them to the appropriate personnel for processing.

Maintains databases, spreadsheets, and processes reports, ensuring reliable information is collected and entered into customer service systems.

Creates reports and support documentation, using various software tools.

Initiates correspondence, reports, and spreadsheets, while maintaining both written and electronic documentation. Troubleshoots and resolves issues that other staff members cannot resolve.

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

Provides feedback on policies and procedures and identifies areas for business process improvement.

Generates data for analysis and graphing to help identify problems and improve processes.

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) Two years of full-time work experience in general administrative or specialized technical support work.
- 2) A total of two 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.

Effective date: 12/25_KC