

# Pinellas County Sheriff's Office

*"Leading The Way For A Safer Pinellas"*



## CUSTOMER SUPPORT TECHNICIAN I

<b>JOB CODE: 30122</b>	<b>PAY GRADE: 12</b>	<b>PAY RANGE: \$40,102 - \$64,162</b>
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### GENERAL DESCRIPTION

Under the direction of the Information Technology Service Manager, the incumbent is expected to learn, develop, and perform the processes and procedures associated with software support, desktop/laptop repair and deployment, imaging, and configuration, while demonstrating good communication skills, providing excellent customer service and adhering to security best practices. Work consists of varied, non-standardized tasks, requiring application of numerous laws, rules, regulations, and procedures. Technicians are required to exercise good judgment and individual initiative in handling routine work and special assignments. Work is reviewed through observation and results obtained.

**Requires scheduled on-call availability.**

**SUPERVISES OTHERS:** No

### ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Provides first-line of information technology customer support over the phone or in person; supports a variety of basic system problems related to hardware and software;
- Performs installation and maintenance of enterprise personal computers and other computer related devices;
- Assist customers in troubleshooting to resolve non-complex IT issues;
- Works with the team to resolve incidents with an appropriate sense of urgency;
- Utilizes documentation pertaining to training, operational procedures, status, or other written materials required for the position;
- Coordinates with vendors, other agencies, and County telecommunications personnel in resolving hardware and software problems of a technical nature;
- Communicates, both orally and in writing, to convey a clear explanation of the solution to the customer;
- Performs tasks and work assignments as assigned;
- Participates in Sheriff's Office recruitment and community relations activities as directed.

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Regular and reliable attendance is required as an essential function of the position.

This position is considered essential and, in the event of an emergency or natural disaster, will be required to report to work.

This list is not intended to be all-inclusive, and you may not be responsible for every item listed. The employer reserves the right to assign additional functions and responsibilities as necessary.

## **QUALIFICATIONS**

- Graduation from an accredited college or university with an Associate's Degree in Information Technology, Computer Science, Computer Technology, or related field OR
- High School graduation or equivalent diploma from an institution accredited by an accrediting body recognized by the U. S. Dept. of Education or licensed as a degree granting institution by the Commission for Independent Education AND one (1) year of experience in information technology that includes customer service AND
- Diploma or certificate from a Technical School in Computer Systems and/or Information Technology
- Or equivalent combination of education and experience
- Must possess a valid Florida driver's license

## **KNOWLEDGE, SKILLS, AND ABILITIES**

- Ability to learn and become knowledgeable in standard office practices, procedures, policies, personal computers, operating systems and related software applications.
- Ability to understand and use reference materials to research and solve basic problems
- Ability to learn and understand theory in resolving basic problems
- Ability to provide excellent customer service
- Demonstrate effective time management skills
- Communication and interpersonal skills to effectively communicate, both orally and in writing, convey a clear explanation of the solution to the customer
- Ability to perform all functions of the job classification without posing a direct threat to the health or safety of other individuals in the workplace



## PHYSICAL ABILITIES

The physical abilities listed below are estimates of time spent during a typical work day to perform essential functions and responsibilities. Members in this position may be required to:

- Sit up to 7 hours per day
- Stand up to 2 hours per day
- Walk up to 2 hours per day
- Lift up to 25 lbs.
- Occasionally bend, squat, reach, kneel, or twist