



CUSTOMER SUPPORT TECHNICIAN II

JOB CODE: 31122	PAY GRADE: 14	PAY RANGE: \$43,921 - \$70,273
------------------------	----------------------	---------------------------------------

GENERAL DESCRIPTION

Under the direction of the Information Technology Service Manager, the position is responsible for performing basic technical work products for computer deployment, configuration, maintenance, and network troubleshooting relating to hardware and software, emphasizing customer desktop support.

The employee independently identifies and resolves basic work problems for customer/citizen problems or complaints and composes documentation of a routine nature. The employee has daily contact with other employees and the public requiring exceptional customer service and communications skills. Work requires a basic proficiency in at least one of the following areas: desktop management, server management, quality assurance, incident management, and/or security management. 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 all levels of 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 PCs and other computer related devices;
- Resolves basic problems, distinguishing between relevant and irrelevant information to make logical decisions, and provides solutions to problems;
- Performs tasks and work assignments with demonstrated ability to focus on priority tasks;
- Takes ownership of assignments and works with the team to resolve with an appropriate sense of urgency;
- Prepares, updates, or refines documentation pertaining to training, operational procedures, status, or other written materials required for the position;

Pinellas County Sheriff's Office

"Leading The Way For A Safer Pinellas"



- Coordinates with vendors, other agencies, and County telecommunications personnel in resolving hardware and software problems of a complex technical nature;
- Communicates, both orally and in writing, to convey a clear explanation of the solution to the customer, and writes documentation of a technical nature for future reference
- Participates in Sheriff's Office recruitment and community relations activities as directed.

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

- Must have successfully completed Customer Support Technician I probationary period
- Associate's degree from an institution accredited by an accrediting body recognized by the U. S. Dept. of Education in Information Technology, Computer Science, Computer Technology, or related field;
- Diploma or certificate from a Technical School in Computer Systems and/or Information Technology
- And two (2) years' experience in information technology that includes customer service
- Or equivalent combination of education and experience
- Must possess two of the following three certifications:
 - CompTIA A+
 - CompTIA Network+
 - CompTIA Security+
- Must possess a valid Florida driver's license
- Dell Gold Support, Network+ and FCIC certifications preferred

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of a standard office practices, procedures, policies, personal computers, operating systems and related software applications. Recommends changes to improve operational efficiencies
- Basic skill in use, creation, and application of reference materials to research and solve basic problems
- Knowledge and application of theory in resolving basic problems
- Ability to use diplomacy in dealing with difficult customers and delivery of services
- Time management skills to adapt to changing priorities for scheduled and unexpected



- events to effectively provide timely solutions for enterprise customers
- 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