CUSTOMER SUPPORT REPRESENTATIVE

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for assisting user departments and agencies in resolving problems with existing computer systems. Work is performed under the general supervision of the Supervisor of Computer Operations with leeway allowed for the use of independent judgement on routine issues. Supervision over subordinate personnel is not normally a function of this class. Does related work as required.

TYPICAL WORK ACTIVITIES:

Receives customers' requests for service, suggestions and comments and schedules customer work;
Handles customer issues or refers questions and problems to the appropriate systems, operations or programming staff;
Coordinates problem solving efforts regarding terminals and data communication lines with vendors and system users;
Tracks status of application software problems and computer hardware problems; identifies any long standing problems and reports such to supervisor;
Develops and disseminates forms and written procedures for customers to follow in reporting problems.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the principles, practices, methods and capabilities of electronic information processing;
Good knowledge of departmental policies and procedures;
Working knowledge of the various system software in use;
Working knowledge of the operation of personal computers and peripheral equipment; mainframe computer peripherals;
Ability to express ideas clearly and concisely, especially when defining problem situations;
Ability to work effectively with users in solving problems;
Ability to establish cooperative working relationships with other departmental staff and user departments;
Ability to communicate effectively, both orally and in writing;
Physical condition commensurate with the demands of this position.

MINIMUM QUALIFICATIONS:

A) Completion of 12 credit hours in data processing or computer science; or
B) One year of work experience in computer operations and/or in assisting users in resolving computer problems; or
C) An equivalent combination of training and experience as indicated above.

R607   1/31/95