



City of Irving Job Description

Customer Support Specialist

FLSA Status:	Non-Exempt	Job Department:	Information Technology
Job Code:	13502	Reports To (Job Title):	IT Planning & Support Manager

PURPOSE

To provide technical support to users of the computer systems for the City of Irving.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Answer Service Desk phone lines and tracks calls in the call log system.
- Maintain computer inventory and update database with all new purchases.
- Assist IT Support Specialists in assigned tasks.
- Perform minor repairs and maintenance duties on computers and peripherals.
- Perform related duties as assigned.

OTHER DUTIES AND RESPONSIBILITIES

- Help departments with purchasing technology-based equipment.
- Provide input and task work on technology-based projects and work as a project team leader or member.

SUPERVISORY RESPONSIBILITIES

Supervisory responsibility is not a regular part of the position.

FINANCIAL / BUDGETARY RESPONSIBILITY

None

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Equivalent to the completion of High School *plus* some college or post-secondary technical education in a relevant field or program of study.

EXPERIENCE

- At least one (1) year of related experience in a technology customer support area.
- Experience with municipal government preferred.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate, valid, state-issued driver's license.
- CJIS qualified (A conviction for Class B misdemeanor and above is disqualifying.)

KNOWLEDGE OF

- Computers and Electronics: Electric circuit boards, processors, chips, and computer hardware and software.
- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Advanced Math: Mathematical calculations including geometry, trigonometry, algebra, statistics, and calculus.
- Programming Methodology: Necessary computer languages, basic principles, formulas, syntax, and documentation practices.

SKILLS AND ABILITIES IN

- Information Organization: Finding ways to structure or classify multiple pieces of information.
- Critical Thinking: Using logic and analysis to identify the strengths and weaknesses of different approaches.
- Active Learning: Working with new material or information to grasp its implications.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Complex Problem Solving: Identifying problems and reviewing related information to develop and evaluate options and implement solutions.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Service Orientation: Actively looking for ways to help people.
- Oral Expression: Communicating information and ideas in speaking so others will understand.
- Reading Comprehension: Reading and interpreting documents.

- Deductive Reasoning: Applying general rules to specific problems to come up with logical answers. This involves deciding if an answer makes sense or provides a logical explanation for why a series of seemingly unrelated events occur together.
- Interactive Presentation: Effectively presenting information and responding to questions from groups of managers, clients, customers, and the general public.
- Team Selection: Identifying the best people for the job.
- Management of Material Resources: Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
- Speech Recognition: Identifying and understanding the speech of another person.
- Technical Reasoning: Interpreting an extensive variety of technical instructions in mathematical or diagram form.
- Social Perceptiveness: Being aware of the reactions of others and understanding why they react the way they do.
- Teaching: Conveying new concepts and confirming comprehension by listener.
- Hands-on Technical Support: Performing basic hands on computer, peripherals and wireless device diagnostic work for executive management team and City Council.

GUIDANCE RECEIVED

Periodic Supervision and Range of Guidelines/Procedures

Follows periodic direct instructions and guidelines, policies and procedures that require some interpretation. Problems that cannot be addressed through an existing guideline, policy or procedure are referred to supervisor or more senior position. Position incumbent must exercise judgment about when to escalate issues.

CONTACTS

Employee may frequently work with individuals outside the department and may work with external individuals such as vendors or other agencies.

EQUIPMENT AND PROPERTY

Desktop computer, server, plotter or printer

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee constantly is required to carry, grasp, handle, feel, lift up to 10 pounds, listen, reach, see, sit, stand, talk, and/or walk. S/he frequently is required to drive a vehicle, kneel, lift up to 25 pounds, and/or stoop. Occasionally, s/he is required to balance, crawl, lift up to 50 pounds, push, and/or pull. Rarely, s/he is required to lift more than 100 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

HVAC controlled environment at desk; sometimes must work outside in heat or cold depending on where technology equipment is housed, may drive city vehicles to various locations several times a day to provide support. Usually, the noise level in the work environment is usually quiet, though it varies when working away from desk.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.