

LOS ANGELES UNIFIED SCHOOL DISTRICT
PERSONNEL COMMISSION

CLASS DESCRIPTION
Unit D

Class Codes

IT CUSTOMER SUPPORT REPRESENTATIVE	3861
IT CUSTOMER SUPPORT REPRESENTATIVE (SPANISH LANGUAGE)	3840

DEFINITION

Provides first-level technical support to school and office personnel regarding software and hardware problems or Information Technology Division supported applications; coordinates the repair, replacement and maintenance of electronic/computer equipment, networked devices and related information technologies; diagnoses problems and researches solutions; and uses diplomacy and interpersonal skills to extract pertinent information and assist callers.

TYPICAL DUTIES

Provides first-level Helpdesk services for client problems and support.
Provides technical support and records incident details (such as customer contact, incident specifications, resolution or referral information) into the District's IT Service Management system.
Provides first-call problem resolution when appropriate.
Works with other team members to resolve problem tickets.
Communicates trouble call status to customer.
Provides status to call center management on mission critical application outages.
Provides Helpdesk support for new systems and special projects.
Uses Knowledge Base component of help desk system to diagnose system malfunctions or application issues.
Enters problem resolution information into Helpdesk system, closes the problem, and informs the customer when the problem is resolved.
May dispatch District field support personnel to customer site.
Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

The IT Customer Support Representative receives telephone calls, faxes, electronic mail, and chat requests from school and office personnel requesting technical support regarding computer software and hardware problems and electronic/computer equipment repair, replacement and maintenance or provide other Information Technology Division applications support. The IT Customer Support Representative (Spanish) performs the same duties as the IT Customer Support Representative in a position that requires fluency in Spanish.

The IT Customer Support Supervisor is responsible for performing daily operation functions including problem escalation and service level reporting, and coordinating service requests.

SUPERVISION

General supervision is received from the Manager or Deputy Director of IT Customer Support Services. Technical direction is received from a IT Customer Support Supervisor. No supervision is exercised.

CLASS QUALIFICATIONS

Knowledge of:

- Best Customer Service practices and the measurement (metrics) of those practices
- Various office software applications, including Word, Excel, Access, and PowerPoint
- Information Technology services and how they are provided
- Concepts and uses of personal computer, mainframe computer, and tablet operating systems
- General office practices and procedures

Ability to:

- Work independently, exercise initiative and good judgment
- Analyze data and draw logical conclusions
- Plan, organize, track and coordinate work to meet deadlines
- Multi-task, function in a fast-paced unstructured environment with frequent changes
- Remain calm and pleasant under stressful situations
- Enter relevant data into a computer while conversing on the telephone
- Organize files and maintain accurate records
- Work effectively with other District employees, students, and the public
- Communicate effectively orally and in writing
- Listen and communicate effectively with customers

ENTRANCE QUALIFICATIONS

Education:

Graduation from high school or evidence of equivalent educational proficiency, preferably supplemented by courses in computer science.

Experience:

One year of experience within the past five years in the operation of a computer hotline, help desk system, or supporting/maintaining IT devices, providing telephone support and receiving calls or incidents per day regarding computer and communications infrastructure (mainframes, client-server, LAN and WAN, Microsoft Windows or Apple OS, office productivity tools, telecommunications network, and mobile computing devices) or Information Technology Division supported software applications. A Microsoft Certified Professional Certificate (MCP) and/or experience working with PC hardware and software problem diagnosis and repair is preferable.

Special:

Ability to communicate effectively in Spanish both orally and in writing, in addition to English is required for a IT Customer Support Representative (Spanish Language).

This class description is not a complete statement of essential functions, responsibilities, or requirements. Entrance requirements are representative of the minimum level of knowledge, skill, and/or abilities. To the extent permitted by law, management retains the discretion to add or change typical duties of a position at any time, as long as such addition or change is reasonably related to existing duties.