



CUSTOMER SUPPORT CENTER SUPERVISOR

GENERAL RESPONSIBILITIES

Responsible for providing top-quality customer service, troubleshooting applications, networks and hardware, and supervising Customer Support Center staff.

ESSENTIAL FUNCTIONS

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Report to Coordinator, Customer Support and Quality Assurance
- Respond to users and parents via phone, computer, or walk-in to assist in troubleshooting applications, networks and hardware issues to identify resolution and support various VBCPS purchased software and applications.
- Completely documents user issues and resolutions in the service desk application using identified DOT procedures.
- Collaborate with other DOT teams to resolve technical issues and provide technical assistance to Customer Support Center staff.
- Work as a team member to complete tasks and deliverables on time.
- Address users in a courteous and professional manner.
- Manage time and assignments effectively and efficiently.
- Support Customer Support Center staff members needing assistance with solving user requests.
- Responsible for Customer Support Center staff members meeting deadlines.
- Monitor call volume and service desk tickets in the Customer Support Center unassigned queue and adjust as needed.
- Verify and edit assignments and reports prepared by Customer Support Center staff for accuracy before delivery to the Coordinator, Customer Support and Quality Assurance.
- Collaborate with Coordinator, Customer Support and Quality Assurance to schedule and facilitate meetings geared towards continuous service improvement and issue resolution.
- Perform related work as required.

KNOWLEDGE, SKILLS, AND ABILITIES

Must have a thorough knowledge of standard office practices, procedures, and equipment; thorough knowledge of school system routines and procedures knowledge and proficiency in the Microsoft Office suite, service desk applications, user account maintenance tools; and general awareness of student information and grade book systems. Must have the ability to establish and maintain effective working relationships with staff and division personnel; ability to communicate effectively orally and in writing; ability to work under pressure; ability to organize and perform work independently; ability to interact with the public effectively and present in front of large groups; ability to plan and supervise the work of others.

EDUCATION AND EXPERIENCE

Required: Must have a high school diploma or GED.

Preferred: Associate degree and supervisory and project/task management experience

PHYSICAL REQUIREMENTS

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public using the telephone and personal contact as normally defined by the ability to see, read, talk, hear, handle or feel objects and controls. Frequent sitting, walking, bending, grasping, fingering, repetitive motion, and reaching. Occasional standing and stooping. Work involves moderate exposure to loud noises. Ability to lift 20 pounds frequently and up to 50 pounds occasionally. Requires timely and regular adherence to established work schedules.

Reasonable accommodations may be made to enable individuals with disabilities to perform essential tasks.

SPECIAL REQUIREMENTS

Possession of a valid driver's license.

Regular and reliable attendance is an essential function of this position.