



## SENIOR CLIENT SERVICES TECHNICIAN

### DEFINITION

Under direction, leads and provides technical support for information technology systems and infrastructure including hardware, software, mobile devices, and peripherals across multiple platforms; ensures consistent and timely communication on resolution efforts; and performs related duties as assigned.

### SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises technical and functional direction over and provides training to lower-level staff.

### CLASS CHARACTERISTICS

This is the advanced journey-level classification in the Client Services series responsible for performing the most complex work assigned to the series. Incumbents regularly work on tasks which are varied and complex requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to perform assigned duties/ensure efficient and effective servicing function of the assigned program area. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements. This class is distinguished from the Supervisor, Client Services in that the latter is the full supervisory classification with responsibilities for the supervision and evaluation of assigned staff.

### EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Provides lead direction, training, and work review to information technology technicians; organizes and assigns work and follows up to ensure coordination and completion of assigned work.
- Continuously monitors the status of assigned service tickets and ensures client is updated on the time frame for resolution; ensures that service tickets are documented in a timely manner to provide sufficient information to communicate the problem, how it was remediated, and suggested actions to prevent recurrence as appropriate.
- Performs difficult or complex technical support for installation, configuration, maintenance, and upgrading of operating systems and software packages across disparate platforms, servers, network and data communication systems, personal and mobile computing systems and equipment, web-based applications, and related technologies; performs basic system administration functions.
- Installs and maintains network workstations and software; configures, installs, and tests network interface adapters and connects new clients to existing networks; isolates and repairs basic network communications problems at the personal computer, network hub, and host locations.
- Establishes and maintains user accounts, passwords, e-mail accounts, system groups and permissions, internet connectivity, security settings, agents and applications for designated programs.

- Inputs and updates a variety of data in designated computer systems as assigned; establishes and maintains automated records and files; creates queries, manipulates data and generates a variety of computerized reports as required.
- Monitors, maintains and assures security of networked devices (local and virtual) as assigned; establishes and maintains network and electrical connections; assists users in the recovery of work-related data as needed; prepares back-up data files in accordance with established procedures as required.
- Monitors inventory levels within an inventory management system of computer supplies and equipment; assists with ordering, receiving, storing and maintaining inventory supplies and with researching and providing recommendations for the purchase of hardware, software, and related information technology solutions.
- Writes and maintains user and technical operating instructions and documentation; provides training to users and other technical staff and advises on best practices; attends and participates in various meetings and trainings as assigned.
- Stays abreast of current trends and developments in information technology programs and services; attends and participates in various meetings and trainings and assists in the development of technology training programs as assigned.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

## **QUALIFICATIONS**

### **Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

#### **Education:**

- Equivalent to completion of the twelfth (12th) grade supplemented by college level coursework in computer science or a related field.

#### **Experience:**

- Four (4) years providing technical support for information technology systems and infrastructure across both MAC and Windows platforms or two (2) years of experience at a level equivalent to Office's class of Client Services Technician.

### **Licenses and Certifications:**

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

### **Knowledge of:**

- Principles of providing functional direction and training.
- Operational characteristics of computer, network, server, and communication systems, hardware, software, mobile devices, and peripheral equipment across both MAC and Windows platforms.
- Advanced principles, practices, methods, and techniques of troubleshooting, diagnosing, and resolving computer, network, server, and communication systems hardware, software, mobile device, and peripheral equipment issues.
- Methods and techniques of eliciting information and performing diagnostic procedures on technology systems.
- Security and monitoring devices, and procedures necessary to maintain the integrity and security of data.

- Principles and practices of developing and maintaining technical documentation, files, and records.
- SMCOE and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.
- Perform a variety of routine to complex technical support functions across diverse platforms in the installation, evaluation, configuration, operation, troubleshooting, and maintenance of computers, hardware, software, servers, network and data communication, security, and other related technologies and equipment.
- Understand, interpret, and explain systems solutions to users; research technical materials to provide solutions to problems.
- Develop and maintain technical operating instructions and documentation; train staff on software applications and hardware usage.
- Respond to and effectively prioritize a high volume of phone calls and other requests for service.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various Office sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds.

**ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.