

## CLIENT SERVICES TECHNICIAN

### DEFINITION

Under general supervision, provides first-level contact and primary issue resolution for users with hardware, software, and computer application problems and malfunctions; ensures that all systems are operating properly and in ready condition continuously; installs, configures, and maintains hardware, software, mobile devices, and peripherals; oversees inventory to monitor receipt and distribution of hardware and software; performs cabling and installation tasks for network and telecommunications systems; and performs related work as required.

### SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

### CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing technical duties in support of the Office's endpoint technology systems and programs. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Senior Client Services Technician in that the latter performs the more complex work assigned to the series, such as configuration, maintenance, and upgrading of equipment and software across disparate platforms and/or provides technical and functional direction over lower-level 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.*

- Installs, configures, maintains, and upgrades endpoint operating systems and software packages, network and data communication systems, personal and mobile computing systems and equipment, web-based applications, and related technologies; performs basic system administration functions.
- Receives and evaluates requests for servicing endpoints; diagnoses problems, troubleshoots and implements remedial actions; researches documentation, determines solutions, and resolves problems with hardware, software, security and access controls, and systems issues; escalates issues to specialized or higher-level staff and/or vendor for resolution as appropriate.
- Documents all service tickets in a timely manner to ensure sufficient information to communicate the problem, how it was remediated, and suggested actions to prevent recurrence as appropriate.
- Installs and maintains networked 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, 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 endpoint networked devices (local and virtual) as assigned; establishes and maintains endpoint 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 and assists with ordering, receiving, storing and maintaining inventory supplies; maintains a database of instructional guides, application downloads, workflows, and computer hardware.
- 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:*

- Equivalent to completion of the twelfth (12th) grade supplemented by college level coursework in computer science or a related field.
- Two (2) years providing technical support involving the installation, maintenance, and repair of computer hardware, software, systems, cloud systems, multifunctional devices, and peripherals.

### **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:**

- Operational characteristics of computer, network, server, and communication systems, hardware, software, mobile devices, and peripheral equipment.
- 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.
- 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:**

- Perform a variety of technical support functions in the installation, evaluation, configuration, operation, troubleshooting, and maintenance of computers, hardware, software, 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.
- 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 office and/or classroom environments 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.