

NEW CASTLE COUNTY GOVERNMENT

Number 0224

CLASS SPECIFICATION

Page 1 of 2

Date 12/27/16

Title: CUSTOMER SERVICES SPECIALIST

Approved:



GENERAL STATEMENT OF DUTIES: Performs all aspects of customer service provided to support the users of New Castle County's information processing and telephone systems; work is carried out at multiple locations throughout the County, within the framework of generally defined guidelines and directives; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class performs responsible administrative and technical work in the identification and resolution of reported problems and in the installation, setup, and training for desktop workstations, network applications, and telephone systems. Specific responsibilities include installation, set-up, connectivity, and maintenance of desktop equipment; training and support of network applications including email and office automation products; training and support of telephone network applications and voice processing systems; maintaining user productivity through tracking and resolving user questions and problems either directly or by referral. Work may be supplemented by the services of a third-party vendor.

EXAMPLES OF WORK: (Illustrative only)

- Develops, evaluates, modifies, and carries out all processes and procedures used for the timely identification and resolution of problems related to the County's information processing and telephone systems;
- Installs, tests, maintains, and repairs, as required, all desktop equipment, including personal computers, printers, and telephones including the instruments, consoles, modems, and FAX equipment, along with their network connectivity;
- Supports the operation of all network and department-approved personal software applications including email and office automation products, such as word processing and spreadsheets;
- Supports the operation of the telephone system and related software including all telephone network applications;
- Maintains the County's personal computers, printers, telephones, and circuit inventory;
- Provides information, direct assistance, and technical resources to users and division staff;
- Prepares reports and makes recommendations as required;
- Provides for the administration of system security;
- Provides for the assignment of user ID's and passwords;
- Assigns customer service tasks to other customer service staff and contractors as directed;

NEW CASTLE COUNTY GOVERNMENT

Number 0224

Page 2 of 2

Date 12/27/16

CLASS SPECIFICATION

Title: CUSTOMER SERVICES SPECIALIST

Approved:



- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Operates a personal computer and other related equipment in the course of the work.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Thorough knowledge of customer service policies and procedures in an information processing environment; good knowledge of networks and network communications; ability to establish and maintain effective working relationships with staff and customers; ability to reason logically and draw sound conclusions in the diagnosis of technical problems; ability to follow complex written and oral instructions; ability to communicate courteously and effectively, both verbally and in writing.

MINIMUM QUALIFICATIONS: At least three (3) years experience in servicing customers in an information systems processing environment and possession of a high school diploma or GED; or an equivalent combination of experience, education or training directly related to the required knowledge, skills, and abilities.

ADDITIONAL REQUIREMENTS: Ability to pass a Class III County physical examination and background check.

HISTORY OF REVISIONS:

Established: 11/01/97
Revised: 01/01/02
Revised: 09/11/02
Revised: 12/27/16