

RUTHERFORD COUNTY, TENNESSEE

CLASSIFICATION SPECIFICATION

CLASSIFICATION TITLE: CALL CENTER SUPPORT SPECIALIST

PURPOSE OF CLASSIFICATION

The purpose of this classification is to provide customer service and technical support involving the installation, maintenance, troubleshooting, and repair of computer hardware, software, peripherals, networking systems, and related components. Duties and responsibilities include using voice, remote desktop, and email communication to provide technical support, training, and assistance to county employees; reviewing orders and answering other requests for technical service; implementing data backup and data recovery, operating various computer systems, and performing other duties as assigned. Reports to Technical Support Manager.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Provides technical support, training, information and assistance to end users for hardware and software operations via telephone, live chat, remote desktop, email, or on-site if directed; troubleshoots and/or resolves problems; assists county departments with special computer-related projects.

Answers incoming telephone calls and emails, reviews orders and other requests for service involving computer installation, maintenance, repair, and other troubleshooting activities with hardware or software; refers unresolved orders and other requests for service to appropriate individual(s) as needed.

Contacts users to respond to inquiries or to notify them of investigation results and any planned adjustments.

Operates various computer systems, networking systems, peripheral equipment, and related tools such as personal computers, printers, monitors, terminals, servers, hard drives, tape drives, modems, scanners, local area networks, network switches, network hubs, routers, network analysis tools, diagnostic instruments, and hand tools; enters commands into computer system to start computer operations, correct errors, operate peripheral equipment, and perform related functions; enters, retrieves, reviews or modifies data in computer programs or operating systems.

Monitors network resources and usage.

Monitors security procedures, in coordination with system administrators; places appropriate restrictions on personal computers and servers to maintain security and integrity of data.

Responsible for new user configurations which includes tasks such as setting up email accounts, group policies for setting permissions, editing, and deleting.

Diagnoses, analyzes and works to resolve/repair problems involving hardware, software, peripheral, or network problems; conducts network analysis to prevent problems; tests equipment and identifies data errors; initiates appropriate action to correct errors, recover data, and obtain maintenance.

Provides technical support and assistance to system operators and system administrators regarding network management and administrative functions.

Rutherford County, Tennessee • Call Center Support Specialist

Serves as project manager for development and implementation of special projects as assigned.

Maintains logs/documentation of work activities, computer operations, system modifications, maintenance activities, installations, and other activities; documents status of repairs.

Monitors detection and manual removal of viruses and pop-ups by the use of an antiviral program or manually, as needed.

Prepares or completes various forms, reports, correspondence, lists, system records, inventory records, or other documents.

Receives various forms, reports, correspondence, work orders, system backup logs, network system reports, diagnostic reports of system devices, electronic circuit diagrams, layouts/drawings, technical support documentation, specifications, manuals, reference materials, product guides, directories, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Communicates with supervisor, employees, other departments, system users, service representatives, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Maintains a working knowledge of a variety of computer operating systems, programming languages, and software programs, which may include Unix, Windows 2000/XP/Vista, Dameware, DOS, MS Exchange, Lotus Notes, word processing, spreadsheet, database, networking, network analysis, system security, communications, diagnostic, Internet, or other programs.

Maintains an understanding of the functions and documentation of specific county departments to provide necessary support for computer systems, programs, and functions.

Maintains an awareness of new technologies, programs, equipment, trends, and advances in the profession; reads professional manuals and publications to increase knowledge of computer operations; reviews technical manuals, documentation, and publications; attends workshops, conferences, and training sessions as appropriate.

ADDITIONAL FUNCTIONS

Installs and sets up computer systems, peripherals, and software; sets up equipment on networking system and installs, removes, or replaces network hardware.

Monitors working conditions of equipment and performs general/preventive maintenance tasks; performs data backups onto tape, diskette or other media; verifies backups and stores backups in secured location; performs computer maintenance tasks such as clearing paper jams, or replacing printer ribbons and toner cartridges; performs cleaning and preventive maintenance of equipment as needed.

Assists with selection and purchase of computer hardware and software; tests, evaluates, and recommends hardware/software for purchase by county departments and other agencies; provides budgetary input.

Makes site visits to various county departments/locations to provide computer support, as needed.

Operates a motor vehicle to conduct site visits or other work activities.

Performs other related duties as required.

MINIMUM QUALIFICATIONS

Vocational/Technical degree with training emphasis in Information Systems, Computer Operations, Networking Systems, or a related field; supplemented by three (3) years previous experience and/or training in a customer service or call center environment involving computer operations/maintenance, software applications, PC troubleshooting, and network systems administration; or any equivalent; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must possess and maintain a valid Tennessee driver's license. Special Assignments may require background check and fingerprinting.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate and control the actions of equipment, machinery, tools and/or materials requiring complex and rapid adjustments.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations involving basic algebraic principles and formulas, and basic geometric principles and calculations.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA COMPLIANCE/PHYSICAL DEMANDS ANALYSIS

Physical Ability: Tasks require the regular and sustained performance of light physically demanding work, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and that generally involves lifting, carrying, pushing, and/or pulling of moderately heavy objects and materials (20-30 pounds).

Sensory Requirements: Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as dust, machinery, bright/dim light, or electric currents.

PHYSICAL DEMANDS ANALYSIS

1. STANDING AND WALKING

Estimated Total Hours: 30 minutes Maximum Continuous Time: 5 minutes

2. SITTING

Estimated Total Hours: 5-8 Maximum Continuous Time: 1

3. LIFTING/CARRYING

Objects:

Weight	Hourly	Daily	Weekly	Monthly	Never
<10 lbs		X			
11-25 lbs				X	
26-50 lbs				X	
51-75 lbs					X
76-100 lbs					X
>100 lbs					X

4. BENDING/SQUATTING/KNEELING

Tasks: For filing or inventory

Frequency: once or twice a month

5. REACHING

Hands Used: RIGHT LEFT BOTH X

Distance	Direction	Frequency	Duration	Avg. Weight
0-20"	Both	Often	As needed	<1 lb
21-36"				

6. WORK CONDITIONS

Exposure to	Yes	No
Hot Temperatures		X
Cold Temperatures		X
Sudden Changes in Temperature		X
Noise		X
Fumes		X
Cramped Quarters		X
Cold Surfaces		X
Hot Surfaces		X
Sharp Edges		X
Vibration		X
Fluorescent Lighting	X	
Computer Monitor Screen Glare	X	

Inside Building	<u>98</u> % of time
Outside	<u>2</u> % of time

7. OTHER JOB DEMANDS

Does Job Require	Yes	No
Crawling		X
Jumping		X
Lying on Back		X
Lying on Stomach		X
Twisting		X
Sweeping/Mopping		X
General Cleaning		X
Handling Trash		X

8. HAND USE

Type of Use	Yes	No	Frequency
Keystrokes	X		Hourly
Grasp	X		Hourly
Fine Motor i.e: writing, twisting hands or wrist, etc	X		Hourly

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Rutherford County, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this classification description by the employee assigned to the position and the immediate supervisor.

Exemption Status Test (Computer Professional Employee)

~ The following questions to determine whether you've misclassified a worker as an exempt computer professional:

1. Is the employee paid at least \$455 per week on a salary or fee basis or, if paid hourly, at a rate of not less than \$27.63 per hour?

2. Is the employee's primary duty:
 - Application of system analysis techniques and procedures, including consulting with users, to determine hardware, software or system functional specifications; or
 - Design, development, documentation, analysis, creation, testing or modification of computer systems or programs, including prototypes, based on and related to user or system design specifications; or
 - Design, testing, documentation, creation or modification of computer programs related to machine operating systems; or
 - A combination of the aforementioned duties requiring the same level of skills?

YES	NO	DON'T KNOW
✓		
✓		
✓		
✓		
✓		

Employee's Signature

Supervisor's Signature

Date

Date