**Position Title:** Senior IT Customer Service Specialist

**Contract Length:** 12 Months

**Date:** 9/29/10

**Date of Last Revision:** 9/02/13

**Job Code:** IT0375

**Pay Grade:** 28

**FLSA Status:** Exempt

**Job Family – Information Technology**

**JOB SUMMARY**

This position addresses incidents of service interruption and takes steps to re-initiate service or properly escalate for resolution. This position may work in one of three settings. It may be in a call center/Service Desk, dispatched to a campus or location, or resident at a location. Generally, employees will contact the Service Desk for a request for service related to IT systems, reports, workstations, laptops, printers, LAN servers, phone sets, hand-held devices, portable learning devices, applications or data, and educational technologies. This Customer Service Specialist (CSS) differs from the User Device Administrator (UDA) position in that it is the first two tiers of support focused on getting the service installed, or working. The UDA is more focused on the definition, selection, design, imaging and third tier support. If the Service Desk is not able to resolve the problem on the phone or by e-mail, local service will be provided in one of two ways. It will be dispatched or, if a campus can afford it, a local customer service specialist will respond to the issue. Works on complex issues where analysis of situations or data requires an in-depth evaluation of variable factors. Exercises judgment in selecting methods, techniques and evaluation criteria for obtaining results.

Use of this job family outside of centralized IT requires approval from the Chief Technology Information Officer.

**MAJOR DUTIES & RESPONSIBILITIES**

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<th>List most important duties first</th>
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<tr>
<td>1. Works in either a call center or on the client site to coordinate, diagnose and troubleshoot incoming employee calls or incident tickets.</td>
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<td>2. Provides highly visible customer support through the performance of onsite installation, as well as overseeing any necessary diagnosis, troubleshooting, service and repair of complex equipment and systems.</td>
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<td>3. Provides support services to employees with information technology issues involving applications or data, and educational technologies.</td>
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<td>4. Provides timely resolution of problems or escalation on behalf of customer to appropriate personnel, and provides case status updates to management and end-users.</td>
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<td>5. Develops, documents, and implements standard operating procedures and customer service guidelines.</td>
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<td>6. May be involved in supporting conferences and large training meetings of users in one location. During this time, local support is critical and provides proactive time for upgrades, maintenance, etc.</td>
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<td>7. Performs other job-related duties as assigned.</td>
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EDUCATION
Bachelor’s Degree
Equivalent, relevant work experience of 4 years in addition to the minimum experience requirement of 5 years can be substituted for the education requirement.

WORK EXPERIENCE
5-7 years

TYPE OF SKILL AND/OR REQUIRED LICENSING/CERTIFICATION
Having wide-ranging experience, uses professional concepts and company objectives to resolve complex issues in creative and effective ways. Has completed all levels of certification. Works to develop industry-level knowledge on new enhancements and developments coming in the next 1-5 years (new processes, self-services, knowledge database). Is actively working on a certification level in a related field. This position must be well versed in ITIL incident and problem management techniques. Basic office equipment and Microsoft Office.

LEADERSHIP/SUPERVISORY RESPONSIBILITIES
No supervisory or direct people management responsibilities. Senior level positions are expected to provide work guidance, technical advice, training, and mentoring to other employees. These positions are expected to share information with less senior positions as they help them develop their skills.

WORK COMPLEXITY/INDEPENDENT JUDGMENT
Work is substantially complex, varied and regularly requires the selection and application of technical and detailed guidelines. Independent judgment is required to identify, select, and apply the most appropriate methods as well as interpret precedent. Position regularly makes recommendations to management on areas of significance to the department. Supervision received typically consists of providing direction on the more complex projects and new job duties and priorities.

BUDGET AUTHORITY
No budget development activity is required.

PROBLEM SOLVING
Decisions are made with greater freedom and discretion, including recommendations that are subject to approval on matters that may affect multiple departments across HISD. Job is frequently expected to recommend new solutions to problems, to improve existing methods/procedures/services and generate new ideas. May also review decisions made by other individuals on more routine matters.

IMPACT OF DECISIONS
Decisions have moderate impact to the facility/department or division, causing increased satisfaction or dissatisfaction; producing efficiencies or delays; promoting or inhibiting personal intellectual or professional development; and/or contributing to financial gain or expense. Errors may be serious, usually not subject to direct verification or check, causing losses such as improper cost calculations, overpayment or improper utilization of labor, materials or equipment. Effect usually confined to the organization itself and is short term.

COMMUNICATION/INTERACTIONS
Collaborate and solve problems – works with others to resolve problems, clarify or interpret complex information/policies, and provide initial screening/negotiations without approval authority. Interactions are typically with customers, senior level professional staff, and managers

CUSTOMER RELATIONSHIPS
Regularly assesses and diffuses complex, and escalated customer issues. Takes personal responsibility and accountability for solving systemic customer service problems. Regularly explores alternative and creative solutions to meeting the needs of the customer within HISD's policies and guidelines.

WORKING/ENVIRONMENTAL CONDITIONS
Work is normally performed in a typical interior work environment which does not subject the employee to any hazardous or unpleasant elements. Repetitive motion: Substantial movements of the wrists, hands, fingers, and/or upper body for sustained periods of time, including using extremities to drag, push, pull or grasp. Sitting: Particularly for sustained periods of time. Employee is expected to be able to commute to multiple work sites in a day and perform dispatched resolution. Walking: Moving about on foot, particularly for long distances. May have to lift up to 50 pounds. Work is normally set to specified shifts. This position is expected to be goal and customer
service focused. During times of emergencies, outages and project planned work, employees are expected to be on call and available until the event is addressed. During system conversions, extra effort may be required in order to ensure the roll out of the system is successful.