CLASS TITLE: CUSTOMER SERVICE SPECIALIST II

BASIC FUNCTION:
Under the general direction of the Chief Technology Officer or his/her designee, the Customer Services Specialist II will ensure the satisfaction of Technology Services (TS) customers; monitor the quality of services provided by Technology Services department; provide information technology support; manage the TS Help Desk; assist with the development, documentation, testing, training, implementing, and promoting of customer-focused technology services provided by the Ventura County Office of Education (VCOE); develop and provide service support to VCOE and local school district personnel; train, assign work, and supervise the performance and provide feedback on evaluations of assigned personnel.

REPRESENTATIVE DUTIES:
Oversee the TS Help Desk daily operation. Receive user questions, problems and requests, either by telephone, in writing, or in person; answer user questions, resolve problems, respond to requests or refer to other TS team members as appropriate; E

Coordinate with Technology Services Department personnel regarding system problems, malfunctions, needs, and requirements; assist in determining and communicating the need for new and enhanced programs; assure resolutions are provided to customers. E

Serve as customer service liaison between the Technology Services Department and users regarding service operations, schedules, problems, timelines, procedures, billings, needs for assigned projects and jobs, and data input and output. E

Manage and maintain customer service contracts; ensure billing and accounting and ensure that all money that TS expends is properly billed to customers. E

Review contracts to assure service quality and reports comply with contract requirements; invoice users for contracted services. E

Develop written communication and documentation to users; maintain service documentation in an organized manner; maintain a variety of records, logs, and other documentation related to assigned activities; E

Provide direction to the Systems Support Technicians through training, assigning of work, and supervise the performance and provide feedback on evaluations of assigned personnel. E

Participate with the research and development, testing, marketing and implementation of various information technology services operated by VCOE; attend planning meetings and interview users to gather information on needs and desired system features. E

Prepare or produce a variety of records and reports related to assigned duties. E

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Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
- VCOE’s technology services, systems and procedures;
- Help Desk / Service Desk software and procedures;
- Service Desk/Customer Service best practices;
- Principles and practices of supervision and training;
- Development and presentation of training materials and workshops;
- Application of VCOE services to user needs in public education;
- Various computers and operating systems for technical support;
- Policies, procedures, and services of the Technology Services;
- Apply, explain and implement policies, procedures, rules and regulations;
- Basic financial and statistical record-keeping;
- Proper lifting techniques;
- Modern office practices, procedures and equipment; and
- Correct English usage, grammar, spelling, punctuation and vocabulary.

ABILITY TO:
- Practice good interpersonal skills using tact, patience and courtesy;
- Plan, organize, and direct work flow;
- Train, supervise and help evaluate personnel;
- Assign and review the work of others;
- Perform liaison duties between Information Technology staff and users;
- Investigate, identify and recommend solutions to system errors or the implementation of system enhancements;
- Write logically, clearly, and concisely;
- Design forms and training manuals for use in training;
- Apply knowledge of Internet Services to a wide range of user requests;
- Establish and maintain effective working relationships with users, school districts, businesses, public and staff;
- Train and provide work direction to others;
- Analyze situations accurately, identify problem causes, and adopt an effective course of action;
- Interrelate various business systems and databases effectively;
- Prepare and maintain records;
- Type at 40 words per minute from clear copy;
- Perform mathematical calculations quickly and accurately; and
- Work independently with little direction.

EDUCATION AND EXPERIENCE:
- Any combination equivalent to: graduation from high school supplemented by college level courses in computer science or related field, basic word processing and microcomputer operation. Three years of administrative support experience including one year of experience working in an electronic office environment including experience accessing and active user of current technology.
LICENSES AND OTHER REQUIREMENTS:
Valid California driver's license.

WORKING CONDITIONS:
ENVIRONMENT:
Is subject to inside environmental conditions;
Subject to constant noise from computer equipment operation; and
May be required to work evenings or weekends.

PHYSICAL ABILITIES:
Require vision (which may be corrected) to read small print;
Perform work which is primarily sedentary;
sitting and standing for extended periods of time;
Lifting paper weighing up to 50 pounds;
Pushing carts;
Walking to various locations in the main office building;
Dexterity of hands and fingers to operate computer keyboard; and
Bending at the waist to file and retrieve records.

Should an applicant require reasonable accommodation, the Ventura County Office of Education will consider that upon request.