



**NORTH DAKOTA
CLASS DESCRIPTION**

ND Human Resource Management Services
Phone: (701) 328-3290

Class Code(s): 0134
0135
0136

CUSTOMER TECHNICAL SUPPORT SPECIALIST

SCOPE OF WORK:

Perform duties within a centralized support center that serves to receive, identify, analyze, and manage the resolution of problems within a telecommunications and networking environment. Involves multiple computer platforms, local and wide area networks, telephone, video, and multimedia systems.

DUTIES PERFORMED AT ALL LEVELS:

- Receive and record all reported problems encountered by system users.
- Assign priority levels to each problem based on an analysis of the situation.
- Isolate problems to specific system and/or system components, i.e., hardware or software.
- Perform first level resolution techniques utilizing historically known solutions and software or hardware diagnostic and testing tools.
- Issue commands within the system and/or instructions to users to correct specific problems.
- Relay problems that cannot be resolved through first level resolution techniques to the appropriate section within the computer center or to the appropriate vendor.
- Track and document progress of the steps being taken to resolve problems; determine if resolution progress is within the objective of assigned priority; contact responsible supervisor/manager to escalate efforts for resolution.
- Work with other technical staff during implementation of new applications, equipment, and/or changes; develop and maintain procedures for resolving user problems associated with new or changed applications or equipment.
- Implement and maintain new or changed software configurations/settings within or between various systems and users to provide required connectivity.
- Maintain information and/or prepare reports as required in support of the problem management and resolution process used within the function.
- Perform on-call services utilizing mobile workstations with accessibility to base systems.

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

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ND Class Specification
Customer Technical Support Specialist

CUSTOMER TECHNICAL SUPPORT SPECIALIST I

0134

GRADE G

LEVEL DEFINITION:

This level of the class series involves entry level computer related support work dealing with a variety of systems, platforms, applications, and equipment. May involve multiple methods of information processing including voice and data transmissions. The scope of work may involve inter- and intra-connectivity via local area networks, routers, frame relays, etc. Generally deals with a variety of users within a single agency or may provide service to a larger target group dealing with recurring problems of average complexity. Individuals entering the series at this level will have work experience and knowledge of the data processing environment; however, they may not have gained the variety of knowledge required to perform at a higher level within a large and complex system.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Assist with and receive training in servicing problems of an unusual or complex nature in a variety of systems or system configurations.

MINIMUM QUALIFICATIONS:

Requires completion of high school or GED and four years of data and information processing work experience. One year of work experience as a customer technical support specialist may be substituted for two years of the work experience requirement. An associate degree in a computer science, data processing, telecommunications, or business administration field can be substituted for two years of the work experience requirement. A bachelor's degree in a computer science, data processing, telecommunications, or business administration field can be substituted for four years of the work experience requirement.

CUSTOMER TECHNICAL SUPPORT SPECIALIST II

0135

GRADE I

LEVEL DEFINITION:

This level of the class series involves fully qualified computer related support work of the type described at the previous level. Individuals will be able to work without close supervision and be able to resolve most problems through analysis of the situation and application of available diagnostic tools and commonly known corrective procedures. Problem resolution includes coordination with other technical staff, vendors, etc., who may provide direct input to or may provide the final solution. The scope of work at this level includes a majority of work on either voice or data systems in a networking

environment with some work on both types of systems and includes a variety of connecting hardware and software and attached peripherals.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Determine extent and impact of problems; establish and maintain coordination with a variety of users, in-house technical staff, vendors, and appropriate management staff to insure resolution of problems.
- May be required to work with entry level personnel to provide assistance and training.

MINIMUM QUALIFICATIONS:

Requires completion of high school or GED and six years of data and information processing work experience. One year of work experience as a customer technical support specialist may be substituted for two years of the work experience requirement. An associate degree in a computer science, data processing, telecommunications, or business administration field may be substituted for two years of the work experience requirement. A bachelor's degree in a computer science, data processing, telecommunications, or business administration field may be substituted for four years of the work experience requirement.

CUSTOMER TECHNICAL SUPPORT SPECIALIST III

0136

GRADE J

LEVEL DEFINITION:

This level of the class series involves fully qualified computer related support work of the type described for previous levels. However, the scope of work at this level includes a majority of work on both voice and data systems in a networking environment and includes a variety of connecting hardware and software and attached peripherals. Individuals will be able to work without close supervision and be able to deal with and resolve problems of any complexity level using previously described techniques and including application of alternative procedures based on a comprehensive knowledge of available resources and technical expertise.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- May perform in a lead worker capacity and provide limited supervision of other staff within the support function.
- Provides assistance in the development and implementation of procedures in support of the problem management process.

MINIMUM QUALIFICATIONS:

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ND Class Specification
Customer Technical Support Specialist

Requires completion of high school or GED and eight years of data and information processing work experience including at least one year in a lead worker or supervisory capacity. Each year of work experience as a customer technical support specialist may be substituted for two years of the work experience requirement. An associate degree in a computer science, data processing, telecommunications, or business administration field may be substituted for two years of the work experience requirement. A bachelor's degree in a computer science, data processing, telecommunications, or business administration field may be substituted for four years of the work experience requirement.

Eff. Date: 5/89

Rev: 3/95 - Re-titled from Computer Operations Analyst, updated content, reviewed grades, added third level.

Rev: 7/12 – Conversion to Hay System; *Pay Grade Exception assigned 7/12; NDAC 4-07-04-11 & 4-07-04-12