

## **GUILFORD COUNTY SCHOOLS JOB DESCRIPTION**

### **JOB TITLE: SUPERVISOR – CUSTOMER SERVICE TECHNICIAN TECHNOLOGY SERVICES**

#### **GENERAL STATEMENT OF JOB**

Reporting to the Supervisor of Customer Service, this position ensures high levels of IT customer service support, ensuring Level-1 diagnosis, ticket processing, routing, and resolution relating to all aspects of technical support, including but not limited to hardware, software, operating systems, and network needs.

This individual will be charged with creating an excellent customer experience while delivering technology assistance (via phone, email, in-person assistance, and web-driven interfaces), which is necessary to support all district schools and support sites in order to meet educational needs.

#### **SPECIFIC DUTIES AND RESPONSIBILITIES**

##### **ESSENTIAL JOB FUNCTIONS**

Manages daily Service Desk operations, including monitoring unassigned ticket triage to ensure tickets are assigned/resolved/escalated in an acceptable timeframe.

Responsible for daily tasks such as customer callbacks, aging service ticket processing, and others as required.

Leverages Video Conferencing support including TEAMS development, VC connectivity for administrative offices, and general VC troubleshooting (WebEx, Zoom, TEAMS, etc.).

Acts as web support technician to assist with web-based troubleshooting and support for the district's content management system.

Troubleshoots hardware, software and networking problems, determines cause of error or stoppage, applies corrective techniques in cases where problems can be corrected, may arrange for repair of faulty equipment or may refer complex problems to higher level technical support.

Plans, develops, organizes, edits and maintains the GCS Internet/Intranet Web sites and related information resources.

Assist with cellular services mobile set-up, testing, advanced troubleshooting and issue resolution.

Provides front line and call queue support to the operation of the Service Desk system especially during periods of heavy call volume.

Effectively collaborate with cross-functional areas for resolution of tickets and issues.

Collaborates in the procurement of IT hardware and software.

Collaborates with peers, direct reports, and managers to identify and implement improvement initiatives.

## **SUPERVISOR – TECHNOLOGY CUSTOMER SERVICE**

Function independently and efficiently to meet deadlines.

Thrive in a fast paced environment with fluid priorities and willing to work flexible hours as necessary or during high call volume times.

Persistent and results focused with an ability to solve problems and deliver results.

Driven toward continual personal growth and development while staying current of evolving technologies. Remains technically current and up-to-date by attending training meetings, pursuing certifications, and participating in conferences and seminars.

### **ADDITIONAL JOB FUNCTIONS**

Performs other related work as assigned.

### **MINIMUM TRAINING AND EXPERIENCE**

Minimum of 3 years of experience within an IT department or Help Desk environment. Experience with call center, reporting, and establishing KPI's. Customer service or service help desk methodology experience. ITIL or other IT certifications related to this area are preferred. If not held, certifications will be required to be obtained within one year of employment.

### **MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Must be physically able to operate a variety of equipment including computers, typewriters, copiers, facsimile machines, calculators, etc. Must be able to exert up to 10 pounds of force occasionally, and/or a negligible amount of force constantly to lift, carry, push, and pull or otherwise move objects, including the human body. Light Work usually requires walking or standing to a significant degree.

**Data Conception:** Requires the ability to compare and/or judge the readily observable, functional, structural or composite characteristics (whether similar or divergent from obvious standards) of data, people or things.

**Interpersonal Communication:** Requires the ability to speak and/or signal people to convey or exchange information. Includes giving and receiving instructions, assignments or directions to subordinates or assistants.

**Language Ability:** Requires the ability to read a variety of correspondence, reports, forms, articles, applications, etc. Requires the ability to prepare correspondence, reports, forms, position papers, evaluations, budgets, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak before groups of people with poise, voice control and confidence.

## **SUPERVISOR – TECHNOLOGY CUSTOMER SERVICE**

**Intelligence:** Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret an extensive variety of technical instructions in mathematical or diagrammatic form; and to deal with several abstract and concrete variables.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in standard English.

**Numerical Aptitude:** Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages; and to apply the principles of descriptive statistics and statistical inference.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape.

**Motor Coordination:** Requires the ability coordinate hands and eyes rapidly and accurately in using office equipment.

**Manual Dexterity:** Requires the ability to handle a variety of items such as office equipment. Must have minimal levels of eye/hand/foot coordination.

**Color Discrimination:** Requires the ability to differentiate between colors and shades of color.

**Interpersonal Temperament:** Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with emergency situations.

**Physical Communication:** Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear.) Must be able to communicate via telephone.

### **KNOWLEDGE, SKILLS AND ABILITIES**

Proven leadership skills with the ability to coach team members.

History of direct decision-making capabilities overseeing enterprise systems, applications, and operations.

Experience with personnel management, staffing, and scheduling.

Experience with ticket system work flow technologies.

Knowledge of core technologies (including but not limited to): AD, O365, Exchange, WAN/LAN/Wi-Fi, VOIP, Core Networking, Cloud Services, Video Conferencing fundamentals, and print management solutions.

Knowledge of remote troubleshooting.

Hands on experience with incident and problem management.

## **SUPERVISOR – TECHNOLOGY CUSTOMER SERVICE**

Effective communication skills (oral and written), interpersonal, organizational, and presentation skills.

Able to effectively influence and develop strong relationships with key stakeholders.

Willingness to work flexible hours, non-business hours, or other scenarios required by the flow of operations.

Ability to support frequent standing, walking, lifting, working at heights, and lifting >50 lbs.

### **DISCLAIMER**

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to this job.