



Job Description

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job.

Job title	Client Support Specialist I/II
------------------	--------------------------------

GENERAL PURPOSE

Under immediate (Client Support Specialist I) to general (Client Support Specialist II) supervision, provides technical support to end users on a diverse range of technology system and device issues; supported technology includes, but is not limited to, personal computers, mobile devices, and system hardware and software; receives and responds to incoming requests from clients by asking diagnostic questions to identify the nature of the issue and establishing a response priority; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Client Support Specialist I: This is the entry-level classification in the Client Support Specialist series. Initially under close supervision, incumbents learn the operational aspects of the assigned technology environment and its response processes. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the Client Support Specialist II level but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

Client Support Specialist II: This is the fully qualified journey-level classification in the Client Support Specialist series performing the full range of responder duties for assigned technology operations. Positions at this level are distinguished from the Client Support Specialist I level by the performance of the full range of technology support duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision (Client Support Specialist I) or general (Client Support Specialist II) supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

TYPICAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.

Positions at the Client Support Specialist I level may perform some of these duties and responsibilities in a learning capacity.

- Provides technical support to end users on a variety of technology system and device issues ranging from the simple to the complex; supported technology includes, but is not limited to, personal computers, laptops, mobile and telecommunications devices such as tablets, phones, hotspots, printers, and system hardware and software.
- Receives and responds to incoming requests from clients through the Help Desk ticketing process or other communication methods; creates, modifies and processes Help Desk tickets; asks diagnostic questions to identify the nature of the issue and establishes a response priority and assigns ticket to the appropriate technician/group
- Installs and configures personal computers, laptops, and mobile and telecommunications devices and software applications; troubleshoots hardware, software, and network interface issues; performs routine maintenance and repair tasks on equipment and devices or coordinates action by District staff and/or vendors to resolve identified problems.
- Monitors the computing environment and takes action to address and remove any threats to the District's overall system integrity; maintains network communications in various District offices and facilities; creates and administers user accounts and permissions, and user group modifications; diagnoses and repairs network cable and configuration problems; manages the District's mobile devices, ensuring the highest level of service and support for the District's mobile workforce.
- Maintains software packages and images to ensure smooth, up-to-date computer image deployments; within District policies and procedures, procures and maintains software licenses; images or re-images computers as necessary.
- Upgrades personal computers/laptops or recommends equipment replacement as necessary to meet user requirements.

- Within District procurement policies and procedures, secures new equipment; maintains a log of receiving information, and releases equipment to appropriate personnel; stocks and maintains a documented spares inventory of basic high turnaround parts, equipment and devices.
- Develops, tests, validates, documents, and implements screen changes to accommodate business practices; writes and/or enhances reports, using a variety of software systems/programs.
- Installs, sets up or relocates, configures, and tags hardware for inventory and tracking purposes; maintains records of assigned hardware and software; maintains maintenance records for work performed on all equipment; installs and upgrades software and firmware; configures and diagnoses group policy settings; configures operating systems to maximize usability while maintaining security; maintains hardware replacement schedule to ensure outdated/underperforming equipment has been properly disposed of, and replaced.
- Develops and executes systems test plans to ensure application performance conforms to specifications; modifies programs to correct errors and optimize system performance; administers signature security following the District's established business rules.
- Identifies training requirements; develops user training materials; trains and works with users in implementing system enhancements; provides guidance, and support to team members in the operation, use, and capabilities of automated systems.
- Coordinates the computer salvage process; completes purchase requisitions for hardware, software, supplies, and other technology products and services for approval by management.
- Provides phone system support including procurement and deployment, voicemail set up, maintenance and configuration; equipment troubleshooting and maintenance, adds/moves and changes, and user training.
- Performs technical tasks in the maintenance and administrative support of the District's Intranet system.
- Runs, maintains and monitors data backups, process tape changes and facilitates off-site storage; processes data restores on the network when requested.
- Observes and complies with all District and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

REQUIRED QUALIFICATIONS

Positions at the Client Support Specialist I level may exercise some of these knowledge and abilities statements in a learning capacity.

Knowledge of:

- Operations, services, and activities of a comprehensive information technology program.
- Methods and techniques of eliciting information and performing diagnostic procedures on technology systems.
- Operational characteristics of desktop, network, and telecommunication systems hardware, software, and peripheral equipment.
- Network operating system characteristics and configuration requirements.
- Methods and techniques of troubleshooting, diagnosing, and resolving desktop computer hardware and software, network or telecommunication-system issues.
- District protocols for the installation, configuration, maintenance, and repair of computer hardware, standardized software packages, and peripherals.
- Supported business applications and their integration with systems and other modules.
- Principles and practices of inventory and asset tracking.
- Principles and techniques of training and instruction.
- Principles and practices of record keeping.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Provide technical support to assigned technology program operations and services.
- Elicit accurate and complete information from users to formulate responses and solutions.
- Troubleshoot and diagnose computer hardware, software, and network problems and make minor modifications and repairs.
- Configure computer equipment and supported applications for optimal performance.
- Perform routine modifications to software applications packages.
- Conduct user training and effectively communicate technical information to users and staff.
- Recognize, document and communicate system errors to appropriate vendor or staff.
- Prepare and maintain records and reports.

- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Follow and apply written and oral work instructions.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Experience:

Any combination of experience and education that provides the required knowledge and abilities is qualifying, along with the specific licenses/certifications as outlined below:

- Client Support Specialist I: Two (2) years of experience providing technical support to desktop computer hardware and software or network/communication systems.
- Client Support Specialist II: Four (4) years of progressively responsible experience providing technical support to desktop computer hardware and software or network/communication systems, or two (2) years as a Client Support Specialist I with the District.

Education:

- Client Support Specialist I/II: Equivalent to completion of the twelfth (12th) grade supplemented by college level coursework in computer and network operations support or maintenance. An associate degree is desirable.

Licenses/Certifications:

Client Support Specialist I/II:

- A valid California driver's license and the ability to maintain insurability under the District's Vehicle Insurance Policy.

Client Support Specialist II:

- Microsoft Enterprise Desktop Support Technician certification is required for all employees assigned to this classification after April 10, 2017.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various District sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may occasionally perform work at off-site treatment and filtration plants, and may be exposed to hazardous substances at those sites. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

FLEX REQUIREMENTS

Positions in the Client Support Specialist series are flexibly staffed; positions at the Client Support Specialist II level are normally filled by advancement from the Client Support Specialist I level; progression to the Client Support Specialist II level is dependent on (i) management affirmation that the position is performing the full range of duties assigned to the classification; (ii) satisfactory work performance; (iii) the incumbent meeting the minimum qualifications for the classification including any licenses and certifications; and (iv) management approval for progression to the Client Support Specialist II level.

Eastern Municipal Water District
Job Title: Client Support Specialist I/II
Last Update: March 2020

This job description has been reviewed and approved by all levels of management in cooperation with the union (if applicable):

Approved by:	<i>Board of Director</i>
Date adopted:	<i>March 29, 2020</i>
Date modified:	
FLSA determination:	<i>Non-Exempt</i>

Job Description Acknowledgment

I have received, reviewed, and fully understand the job description for Client Support Specialist I/II. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name (print): _____ *Date:* _____

Employee Number: _____

Employee Signature: _____