

## **CITY OF FONTANA CALL CENTER TECHNICIAN**

**DEFINITION:** The call center technician is the entry level classification in the Technician series and is responsible for providing tier 1 support services to City personnel; logs and tracks all incidents reported to Technology Services; provides a high level of customer service; and provides assistance to tier 2 technical support staff.

**EXAMPLES OF DUTIES:** Under general supervision, incumbents assigned to this classification are expected to perform the full range of work assigned to this class and are required to work with increasing independence.

**ESSENTIAL FUNCTIONS:** The incumbent must have the ability to:

- Receive technical support calls and questions at the Information Technology Service Desk and treat all callers with courtesy and respect.
- Assist callers in the use of self-help tools for workstation and network troubleshooting, including queries to the system's knowledgebase.
- Route incidents to tier 2 staff as necessary, while maintaining responsibility for incident closure and follow-up.
- Coordinate the resolution of all incidents and follow-through with the customer to ensure customer satisfaction.
- Ensure that all closed incident work orders are documented correctly and submit entries when appropriate to be approved for inclusion into the system's knowledgebase.
- Provide routine instruction to users for the operation of all types of computer equipment, the City-wide network, computer system procedures, and the correct operation of computer software and telecommunications equipment.
- Assist other technicians with the installation or modification of new or relocated workstation hardware and software, including connecting hardware to the network, installing software, transferring data and testing.
- Help maintain accurate inventories and assist in ordering equipment as directed.
- Work positively and constructively with users in a highly technical and demanding environment.
- Communicate clearly and concisely, both verbally and in writing.
- Keep current on trends and innovations in Technology.
- Perform any other tasks or functions deemed necessary to the daily operations of the employer.

**THE ABOVE LIST OF ESSENTIAL FUNCTIONS IS NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY BY THE EMPLOYER.**

**WORKING CONDITIONS:** In the performance of daily activities, this position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, and bending; the ability to push, pull, drag and/or lift up to 25 pounds; normal manual dexterity and hand/eye coordination; repetitive hand movement using a computer keyboard and mouse; corrected vision to normal range; acute hearing; written and oral communication; use of standard office equipment such as computers, telephones, copiers, calculators and facsimiles; frequent contact with other staff.

## **EXPERIENCE AND TRAINING GUIDELINES**

A combination of experience and training that would provide the required knowledge is qualifying. The incumbent must have knowledge and background in the following:

- Windows-based workstations and related peripherals.
- Microsoft networking environments.
- Knowledge of application software such as Microsoft Office, Microsoft Project, Acrobat, and Visio.
- Wireless devices including PDA and Cell Phones.
- Experience in working harmoniously with users.

**EXPERIENCE/EDUCATION:** One year of working experience maintaining Windows-based workstations and related software in a commercial or municipal government environment and significant training and/or certification in Windows, Microsoft networks, and application software **or** graduation with a Bachelors Degree in Computer Information Systems or a closely related field.

**LICENSES AND/OR CERTIFICATIONS:** Possession of, and continuously throughout employment, a valid CA Class "C" Driver's License.

**SUPPLEMENTAL INFORMATION:** Successful candidates will be required to pass a drug screening, fingerprint screening, physical examination and a background investigation.