



VIRGINIA BEACH CITY PUBLIC SCHOOLS

CHARTING THE COURSE

CUSTOMER SUPPORT TECHNICIAN II *(Department of Teaching and Learning)*

GENERAL RESPONSIBILITIES

Under the direction of the Director of Instructional Technology, the position is responsible for providing top-quality customer service, troubleshooting instructional applications, and building knowledge-based articles to support end users.

ESSENTIAL FUNCTIONS

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Respond to users and parents via phone, computer, or walk-in to assist in troubleshooting applications and hardware issues to identify resolution.
- Using identified DOT procedures, completely document user issues and resolutions in the service desk application.
- Work with other DOT teams and the Coordinators of Instructional Technology to resolve technical issues and provide technical assistance to end users.
- Work with vendors and users regarding log-in issues/user rights issues.
- Update user permissions, group memberships, and reset passwords as needed.
- Create and update user instructions and processes (knowledge base articles) for the customer support documentation.
- Provide end user training for instructional applications.
- Work collaboratively with the Coordinators of Instructional Technology to complete tasks and deliverables on time.
- Address users in a courteous and professional manner.
- Manage time and assignments effectively and efficiently.
- Support Department of Technology staff members needing assistance with solving user requests.
- Monitor deadlines for assignments, tasks, and deliverables for identified processes.
- Monitor and assign service cloud cases in the unassigned queue.
- Monitor and support the application approval process.
- Perform related tasks as required.

KNOWLEDGE, SKILLS, AND ABILITIES

Must have a good knowledge of troubleshooting computer hardware, common applications such as Microsoft Office, Google Workspace, Service Cloud, Google Meet, Zoom, Google Currents and user account maintenance is essential; familiarization with the student information system (Synergy) and electronic Synergy grade book is preferred. Must have the ability to communicate effectively orally and in writing; understand and execute oral and written instructions; and work with minimal supervision and organize workload. Must have excellent interpersonal skills and be able to listen, understand and analyze problems over the phone, computer and in person.

EDUCATION AND EXPERIENCE

Required:

High School Diploma or GED.

Preferred:

Industry certifications in related field.

A comparable amount of training and experience may be substituted for the minimum qualifications.



PHYSICAL REQUIREMENTS

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public using the telephone and personal contact as normally defined by the ability to see, read, talk, hear, handle or feel objects and controls. Frequent sitting, walking, bending, grasping, fingering, repetitive motion, and reaching. Occasional standing and bending. Work involves moderate exposure to loud noises. Ability to lift up to 20 pounds frequently. Requires timely and regular adherence to established work schedules.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

SPECIAL REQUIREMENTS

Possession of a valid driver's license.

Regular and reliable attendance is an essential function of this position.