



JOB DESCRIPTION

TITLE: CLIENT SUPPORT SPECIALIST

DEPARTMENT: Information Technology

LEVEL: 8

Position Last Evaluated: Dec 2014
Job Desc. Last Updated: Nov 2018

JOB SUMMARY

Under the direction of the Manager, IT Technical and Client Services, the incumbent provides computer support and problem resolution services to the organization.

TYPICAL DUTIES AND RESPONSIBILITIES

1. Investigates and corrects equipment and software problems, and logs and responds to user calls, resolving those of a routine nature and referring more complex problems to appropriate technical staff.
2. Assists in evaluating applications, assists users with software applications, and provides routine assistance to computer and networking operations.
3. Build reports, and prepares user guides and end user documentation.
4. Track, prioritize, and monitor all service related tasks within the IT Service Management system (Cherwell).
5. Performs routine network tasks such as creating user accounts, correcting passwords, and data restoration for users from backups.
6. Provides advice, information, and assistance to staff in the use of various software applications, responds to frequently asked questions, and provides guidance in all aspects of technology.

TYPICAL DUTIES AND RESPONSIBILITIES cont.

7. Prepares and maintains a variety of computerized and manual records, files, and reports related to the work, enters and retrieves data, produces reports, and checks and corrects information as required.
8. Prepares PC's for use with appropriate hardware and software installed, delivers to, and tests at site. Installation and testing of new and used printers at all locations.
9. Performs telephone system user maintenance.
10. Coordinates, prepares, and teaches computer, computer peripheral, and network user training programs.
11. Performs other duties as required.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Thorough knowledge and skills in data processing concepts and computer technology, plus knowledge of micro-computer technology and operating systems, micro-computer applications and tools, presentation tools, and documentation techniques.

Ability to effectively utilize Intranet and Internet capabilities.

Ability to organize by scheduling and utilizing time and computer resources efficiently to meet deadlines.

Ability to communicate effectively both orally and in writing.

Ability to work with a minimum of supervision and be a "self-starter".

Ability to communicate with courtesy and tact in order to obtain and/or distribute routine data or information to internal and external customers. This may involve the ability to probe for information and clarification.

Advanced computer skills in MS Office programs and applications.

Proficient computer skills in Municipal computer systems and programs.

Knowledge of ITIL principles.

Ability to work varied hours as necessary to meet the requirements of the position.

MINIMUM TRAINING AND EXPERIENCE REQUIRED

Diploma in Information Technology from a recognized educational institution.

Minimum 2 years of computer technology support in a corporate environment.

Or an equivalent combination of education and experience.

Possession of a valid Class 5 BC Driver's Licence.

Satisfactory Criminal Record Check.

GENERAL STANDARDS

All employees shall take reasonable care to protect their health and safety, and the health and safety of other persons by becoming familiar with the Occupational Health & Safety (OH&S) Program, following established safe work procedures, using protective equipment, and asking for training if unfamiliar with work requested to perform.

Contributes to maintaining a respectful, safe, and supportive work environment that embraces diversity and where everyone is treated with courtesy, dignity, and fairness.

Adheres to City policies and objectives.