

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

REPORTS TO Coordinator of Operations

GENERAL RESPONSIBILITIES

Works closely with user community and Technology Staff to implement change and deliver quality user service by providing a single point of contact for problem reporting and inquiries thereby enhancing the quality of Technology supported services and customer satisfaction.

SPECIFIC RESPONSIBILITIES

1. Conducts 1st level problem determination using documented procedures and available tools. Records inquiries, problem symptoms and test results in the problem management database.
2. Ensures user satisfaction by responding to all calls with a consistent level of knowledge, support and empathy to user needs and tracking through to resolution and satisfaction.
3. Ensures successful software implementation to the District user community through quality assurance testing, documentation and training.
4. Ensures timely escalation of user problems as appropriate to ensure technical staff awareness of problems that are severe in nature and documenting and prioritizing the impact to the user community.
5. Maintains a good working knowledge of all Technology software applications.
6. Assists with training and maintaining problem management tools thereby providing a consistent level of service to the user community.
7. Performs other duties as assigned.