

## **CUSTOMER SUPPORT REPRESENTATIVE**

**DISTINGUISHING FEATURES OF THE CLASS:** An employee in this class functions as liaison between the Information Services Department and customers. The employee meets and/or uses telephone communication to assist customers with problems, receives job orders and comments, invoices customers and performs accounts receivable duties. In addition, the employee provides necessary training to employees of other County departments relative to available systems applications and software. Work is performed under the general supervision of the Director of Information Services or an Assistant Director with leeway allowed to make independent decisions on routine issues. Supervision over subordinate personnel is not normally a function of this class. Does related work as required.

**TYPICAL WORK ACTIVITIES:** The typical work activities listed below, while providing representative examples of the variety of work assignments in the title do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Receives customers' requests for service, suggestions and comments, and schedules customer work;

Meets with customers to discuss their information processing problems and issues; and if necessary, refers questions and problems to the appropriate systems, operations or management personnel;

Trains Ulster County employees in the use of available applications, software and hardware;

Tracks status of application and software problems; and, identifies to appropriate administrative personnel any long standing problems;

Maintains records pertaining to charges to customers for computer time and programming services as well as records pertaining to current equipment leases, supplies, contracts and support agreements;

Provides personal computer software evaluations and recommendations;

Reviews applicable systems and operations standards and documentation; and, makes recommendations to systems and operations personnel for improvements;

Develops and disseminates forms and detailed written procedures for customers to follow in making suggestions and reporting problems;

Assists in marketing Information Services' products and services, both inter- and intra-county;

Assists in the development of systems and operations standards for new applications.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Good knowledge of the principles, practices, methods and capabilities of electronic information processing; good knowledge of the operation of computers and

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peripheral equipment; good knowledge of telecommunications and teleprocessing; ability to establish and maintain effective working relationships with customers; ability to communicate

effectively both orally and in writing; ability to follow oral and written directions; good judgment; initiative; tact and courtesy; physical condition commensurate with the demands of the position.

### MINIMUM QUALIFICATIONS: Either:

- A. Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Computer Science or a comparable field; **OR**
- B. Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in Computer Science or a comparable field; and, two (2) years of experience in an information processing center comparable in size and function to that of Ulster County Information Services in which the employee had responsibility for frequent user contact for such purposes as user education and training and resolution of user problems; **OR**
- C. A certificate from a recognized training school showing satisfactory completion of a training course in Computer Science and three (3) years of the above experience; **OR**
- D. Graduation from high school, or possession of a high school equivalency diploma, and four (4) years of the above experience; **OR**
- E. An equivalent combination of training and experience as indicated above.

Note: For the purpose of determining a field comparable to Computer Science, the degree possessed must include, or be supplemented by, the following:

- 1. A minimum of fifteen (15) semester credit hours in Computer Science; **AND**
- 2. A minimum of nine (9) semester credit hours in Mathematics.

ULSTER COUNTY  
2074 CS REP  
Classification: Competitive  
Grade: 15  
Union: CSEA

ADOPTED: February 7, 1994