

The University of Akron
Classification Specification

Job Title:	Customer Support Specialist (CSS)	Job Code:	T43424
Job Function:	Staff	Grade:	217
Job Family:	Classified	FLSA:	Non-Exempt
SOC Description:	3000 Information Technology Division	Date:	3/07

Job Summary:

Assist customers who are experiencing any procedural or operating difficulty with the use of Information Technology applications, products or services. Create call tickets for all customer calls and resolves Level 1 issues. May assist customers as needed in retail operation

Essential Functions:

80% Provide phone, remote desktop, email and walk-in support for all Information Technology products and services. Support may include answering questions, troubleshooting problems, teaching or instructing customers regarding software or hardware functionally and communicating policy. Record required customer and problem information in the issue tracking system. Update, track, and close tickets upon resolution. Elevate complex and/or high priority problems to senior team members or the appropriate support groups for resolution. Resolve Level 1 work orders. May work in retail operations handling customer inquiries and placing customer orders.

15% Verify that suggested solutions effectively resolve the users' problems through verbal or email follow-up.

5% Work on Support Center related projects as assigned by the Assistant Director Technical Support Services. May have extra duties based on interest or experience (i.e.: hardware, internet, documentation, database, training, or teaching duties).

Education:

Requires 18 months of education or training beyond high school.

Licenses/Certifications/Requirements:

Completion of the CSS certification within 6 months of hire date required.

Experience:

Requires a minimum of 1 year experience and/or training in a computer related field that would include hardware, software, and network troubleshooting. Familiarity with a wide range of standard office automation products required. Ability to learn and support new and fast-changing technologies required. Ability to maintain confidential password, and experience with writing and editing of training materials required. Strong interpersonal skills, attention to detail and able to maintain good work habits under pressure required. Ability to communicate technical problems with non-technical users required. Customer service training and/or experience preferred.

Leadership:

Responsible for directing and monitoring the work of student and/or temporary workers.

Physical Requirements:

Light physical effort required involving stooping and bending; individual has limited discretion about walking, standing, etc.; occasionally lifting of lightweight objects (up to 25 lbs.).

Working Conditions:

Standard working environment with possible minor inconveniences due to occasional noise, crowded working conditions and/or minor heating/cooling or ventilation problems. Near continuous use (>70% of the time) of a video display terminal.

The intent of this classification specification is to provide a representative summary of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description. The University requires that all University employees whose assigned duties include some involvement with The University of Akron's intercollegiate athletics program, comply with all relevant NCAA Bylaws in performing their work.