

KERN COUNTY SUPERINTENDENT OF SCHOOLS
REVISIONS APPROVED JULY 2014
RANGE: 47.0
CODE: 2

CSIS - CLIENT SUPPORT TECHNICIAN
(California School Information Services)

DEFINITION

Under general supervision, the CSIS Client Support Technician provides first-level support to Local Education Agencies (LEAs) for the CSIS program;

assist LEAs in meeting State and Federal reporting requirements;

communicate solutions in a user-friendly, professional manner;

provide one-on-one end user training as needed.

EXAMPLES OF DUTIES

Handle incoming support requests, either from service desk software application, e-mail or phone;

provide response to simple service requests or route to appropriate second-level support team;

use service desk software to log all service requests;

develop proficiency with California Public Achievement Data System (CALPADS) software and other state reporting systems as necessary;

provide one-on-one problem resolution over the phone;

test new versions of the CSIS Client software as necessary;

prepare help-desk status reports on a regular basis;

serve as a cooperative and contributing member of the CSIS Program Office team;

complete other duties as assigned.

QUALIFICATIONS

Knowledge of:

Excellent customer service and troubleshooting skills;

proven written and verbal communication skills;

detail oriented, organized, and able to multi-task;

capable of understanding and applying complex technical information;

strong interpersonal skills;

an understanding of the K-12 education system is helpful.

Experience:

Minimum of three (3) years of experience in customer service, help-desk, or technical support;

experience supporting web-based applications; CSIS Client Support Technician;

and experience with PC platform.

Education:

AA or AS degree required.

Work experience resulting in an equivalent knowledge base may be substituted for the degree requirement on a year-for-year basis.

Conditions of employment:

Some positions may require proof of privately owned automobile insurance and possession of a valid California Motor Vehicle operator's license which must be maintained for the duration of the assignment.

Fingerprint clearance by both the Federal Bureau of Investigation and the California Department of Justice is a condition of appointment after all other required job conditions have been met.

Must present verification of completion of Child Abuse Mandated Reporter training or obtain verification within six (6) weeks of hire and annually thereafter, as required by the California Child Abuse and Neglect Reporting Act.

This position has a probationary period of six months or 130 days, whichever is longer.

CP: gs

10/29/15

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