CC & FS Technology Technician- IP

Job Type: Regular

Open Date: 11/01/22	**Primary Recruiter:** Jessica Brown
Close Date: 11/09/22 at 12 a.m.	**Compensation:** $31.87 per hour
Level ID: 3131 Technology 1	**Location:** Valley View Campus

4/10's, shift to be determined based on operational needs

The ideal candidate will be proficient at diagnosing general computer problems related to hardware, software, and user applications; will have a working knowledge of applications related to Customer Care and Field Services; and will be able to install software and perform tests on computers, programs, and peripherals to ensure maximum up-time, and coordinate scheduled and non-scheduled system maintenance with IT.

INTRODUCTION: Human Resources will screen applications and supplemental questionnaires for minimum qualifications. Candidates possessing the minimum qualifications will be forwarded to the hiring department for further evaluation and to determine who will be invited to the formal interview process. The successful candidate may be required to pass a job-related physical evaluation.

GENERAL PURPOSE

Under general supervision, performs real time first- and second-level problem resolution for a wide variety of Customer Care call center equipment and applications; provides support for assigned applications; assists and trains call center and other users; and performs related duties as assigned.

DESIRED MINIMUM QUALIFICATIONS

Knowledge of:
Call center business and office procedures supported by system applications; various applications and software packages used in the call center, including Avaya IC, customer billing and information (CCB), Avantis, Viryanet dispatch and web self-service; Windows PC hardware, operating systems and characteristics; standard principles and practices of computer platform and network operating systems; methods and techniques for the installation and configuration of hardware, software and network connectivity; methods and techniques for troubleshooting and determining the causes of hardware and software problems and device errors and failures; research techniques, methods and procedures; basic filing and recordkeeping methods and techniques; effective customer service practices and etiquette; safe work practices and District safety policies.

Ability to:
Operate computer and peripheral equipment; obtain accurate and complete information from customers, in person and by telephone, to identify their needs and problems and develop responses and solutions; install and configure call center equipment and software; diagnose, troubleshoot and resolve hardware, software and connectivity problems and failures of varying difficulty efficiently and effectively; follow and apply written and oral work instructions; communicate effectively, orally and in writing; prepare and maintain documentation of work performed, records and reports; establish priorities and balance responsibilities for multiple activities to ensure timely, high-quality results; work independently under limited supervision; make sound independent judgments within established guidelines; keep technical skills current to meet continuing work responsibilities; establish and maintain highly effective customer-focused working relationships with division managers, supervisors and staff, Information Systems staff and others encountered in the course of work.

Human Resources Department · 1001 S. Valley View Blvd. Las Vegas, NV 89153 · 702.258.3933 · lvwaterjobs.com

COMPLETED APPLICATIONS MUST BE SUBMITTED BY 12:00 A.M. ON THE CLOSING DATE. BUSINESS HOURS: MONDAY–THURSDAY 7 A.M. TO 6 P.M.

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Training and Experience:
A typical way of obtaining the knowledge, skills and abilities outlined above is an Associate's degree in computer technology or the equivalent coursework in a trade or vocational school; and two years of progressively responsible experience in IT hardware and software support, preferably in a call canter environment; or an equivalent combination of training and experience.

Certificates; Licenses; Special Requirements:
A valid Nevada driver's license and ability to maintain insurability under the District's Vehicle Insurance Policy.

A CompTIA A+ certification is required for appointment to this class.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands
While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle or feel computers, objects or controls; and reach with hands and arms. The employee is frequently required to stand, walk, stoop, kneel, bend and crouch; and may occasionally lift up to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, use of both eyes, depth perception and the ability to adjust focus and distinguish basic colors and shades.

Mental Demands
While performing the duties of this class, an employee is regularly required to use written and oral communication skills; read and interpret technical manuals, documents and information; analyze and solve routine to moderately complex problems; observe and interpret people, situations and conditions; use math and mathematical reasoning; learn and apply new information or skills; perform highly detailed work under changing, intensive deadlines on multiple, concurrent tasks; work with constant interruptions; and interact with managers, supervisors, staff and others encountered in the course of work.

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