

## ***IT Specialist (Customer Support) - 2210***

### **Customer Problem Response**

- Diagnose and resolve problems in a knowledgeable, courteous, and timely basis in response to customer reported problems.
- Monitor problem trends and propose proactive and well-researched actions to prevent future occurrences.

### **Problem Tracking Support**

- Develop and maintain accurate and complete problem tracking and resolution databases.

### **Customer Support**

- Install, configure, troubleshoot, and maintain customer desktop hardware and software in a knowledgeable and courteous manner, as well within established standards.
- Write and manage customer service performance requirements as per IC standards.
- Write customer support policies, procedures, and standards which are thorough and easy to understand.
- Provide customer training on hardware and software while properly using audio visual equipment, showing knowledge of the subject, communicating courteously and clearly, and responding to all customer questions.
- Coordinate for or personally set up customer systems which remain secure within established standards.

### **Future Planning**

- Proactively, evaluate new technologies for applicability to the user's desktop computer processing requirements.
- Recommend new technologies, environments, and architectures to improve the user's desktop processing capabilities after conducting a thorough review and analysis of all options.
- Proactively and while coordinating with others, develop plans to react to disasters and ensure continuation of operations.