



Code: 06B8
Family: IT-Technical Support
Service: Administrative
Group: Clerical, Accounting, and General Office
Series: Information Technology

CLASS TITLE: SUPPORT TECHNICIAN

CHARACTERISTICS OF THE CLASS

Under supervision, performs entry-level support functions interacting with customers to provide and process information in response to concerns and requests about products and services with guidance and/or direction, and performs related duties as required.

This class is assigned to the Technical Support Information Technology Job Family which consists of technical support specialists that interact with end users to provide technical support through multiple communication channels and at differing degrees of complexity and are responsible for end-to-end resolution of incidents and problems.

ESSENTIAL DUTIES

- Provides first point of contact and day-to-day technical support
- Provides real-time support via phone/chat/email to employees and end-users
- Drives to successful first-call resolution
- Assesses, appropriately triages, and escalates tickets when appropriate
- Responds to support requests
- Monitors the network via a terminal to read and view files on servers and to conduct routine connectivity tests to isolate and identify the source of problems
- Obtains and evaluates all relevant information to handle product and service inquiries
- Enters call data into the tracking system
- Provides user access service
- Processes requests and incidents
- Assists customer with recovery issues
- Diagnoses customer problems relying mainly on predefined knowledge base and scripts
- References problem management database and help desk systems
- Escalates problems when necessary
- Follows up on customer interactions
- Documents incident status and resolution
- Responds to and establishes communications and confirmations with incident reporting parties
- Takes steps to meet or exceed service-level agreement (SLA) targets
- Explains service procedures to customers
- Follows up in a timely manner to ensure customer satisfaction
- Monitors and adheres to performance metrics
- Assists with identifying recurring incidents and notifies team members/leaders
- Communicates incident patterns
- Provides courteous, efficient, and friendly service to customers always to all customers
- Documents problem status and resolution in tracking log

- Documents solutions to common problems and responses to frequently asked questions
- Creates and updates documented resolution, job aids, or help desk procedures to a knowledge base
- Communicates updates on issues in a timely manner to ensure customer satisfaction and productivity
- May provide on-the-spot appropriate instructions to customers

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Graduation from an accredited college with an Associate's Degree or technical institute degree/certificate in Computer Science, Information Systems, or one (1) year of IT support work experience, or an equivalent combination of education, training and experience.

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., phone, printer, copier, computers, mobile devices)
- Standard productivity suites (e.g., Microsoft Office Suite, OpenOffice, Google Workspace)

PHYSICAL REQUIREMENTS

- None

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Some knowledge of:

- *basic hardware and software products and problem solving/diagnostic skills
- *basic operation and installation of hardware and peripheral equipment
- multiple computer software packages and their applications
- commercial computer systems applications and their capabilities

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times

- CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- TIME MANAGEMENT - Manage one's own time or the time of others
- COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one
- SYSTEMS ANALYSIS - Determine how a system should work and how changes in conditions, operations, and the environment will affect outcomes

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- CONCENTRATE - Concentrate on a task over a period of time without being distracted
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- COME UP WITH IDEAS - Come up with a number of ideas about a topic
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns
- REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

Additional Competency Requirements

- COMMUNICATION FOR RESULTS – Writes, speaks and presents effectively. Explains the immediate context of the situation, asks questions with follow-ups and solicits advice prior to taking action. Develops presentations to influence others by using graphics, visuals or slides that display information clearly. Listens and asks questions to understand other people's viewpoints.
- GROWTH MINDSET – Takes ownership of personal growth. Identifies knowledge gaps. Asks questions of subject matter experts and seeks help when needed. Keeps abreast of information, developments and best practices within a field of expertise (e.g., by reading, interacting with others or attending learning events).
- INITIATIVE – Volunteers to undertake tasks that stretch his or her capability. Identifies who can provide support and procures their input. Identifies problems and acts to prevent and solve them.
- OWNERSHIP AND COMMITMENT – Volunteers to undertake tasks that stretch his or her capability. Checks the scope of responsibilities of self and others. Monitors day-to-day performance and takes corrective action when needed to ensure desired performance is

achieved. Identifies problems and acts to prevent and solve them. Identifies who can provide support and procures their input.

- **CUSTOMER PARTNERSHIP** – Conducts dialogues about improvements at the project or departmental level. Identifies simple product and service improvement opportunities and creates basic cost-benefit proposals. Provides recommendations to customers regarding enhancements to existing products and services as well as solutions that align with strategic performance drivers. Regularly meets with customer representatives to give status reports, and maintains records on customer activities. Demonstrates respect for the opinions of others.
- **INFORMATION SYSTEMS KNOWLEDGE** – Possesses a basic understanding of the strategy, structures, processes and procedures of the enterprise in its relationship with the business and its activities. Troubleshoots in response to requests for technical support. Identifies problems and needs. Escalates problems to appropriate technical experts.
- **PROBLEM SOLVING** – Issues may not have clearly prescribed solutions and require interpretation of policies or analysis to resolve. Solicits input in gathering data that help identify and differentiate the symptoms and root causes of defined problems. Suggests alternative approaches that meet the needs of the organization, the situation and those involved. Escalates issues with suggestions for further investigation and options for consideration.
- **PROCESS ORIENTATION** – Shares process steps with others. Helps others understand existing processes, how they work and their overall importance to the organization. Shares process information and makes informal recommendations on how to improve processes and overall job execution.
- **TEAMWORK** – Understands own role and responsibility within team. Participates willingly by supporting team decisions, assisting other team members and doing his/her share of the work to meet goals and deadlines. Shares all relevant and useful information.
- **THOROUGHNESS** – Applies attention to detail to routine tasks defined in formal, written procedures and oral instructions. Seeks guidance on the quality and the degree of completion required to complete new tasks. Reprioritizes, as new deadlines are set. Responds constructively to customer feedback on task output.

Other competencies as required for successful performance in the lower-level series.

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.
