



Operations Center Specialist 1

Category: Exempt
Pay Grade: E17
Job Code: 14633

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

Performs professional technical work which requires entry to intermediate level proficiency in providing operation center functions and activities that include receiving, prioritizing, documenting, and actively resolving customer incidents and requests to quickly assist customers with resuming their business tasks. An incumbent in this class is responsible for excellent customer service, pro-active incident management and monitoring, and timely notifications to impacted customers. Problem resolution may involve the use of diagnostic and service management tracking tools; use of adopted tools are used to record, track, and document the request, incident resolution, and problem-solving process, including all successful and unsuccessful decisions made and actions taken through final resolution. Other duties may include performing preventative maintenance and repair of various endpoint devices such as computer equipment, printers and peripherals, test fixes to ensure problem has been adequately resolved and perform post-resolution follow-ups to ensure user satisfaction and proper problem resolution.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Responds to customer needs via direct incoming call, email and or self-service ticketing system and for undertaking established and routine activities associated with operational activities of an enterprise scale Information Technology Operations Center;
- Accurate and timely logging and processing of IT incidents and requests from internal and external customers;
- Implements solutions to known errors and problems as directed;
- Coordinates the escalation of incidents that cannot be resolved immediately by the Operations Center and will be re-assigned to Tier 2 and/or specialist support groups which may be either internal or external providers. In all cases the post holder will continue to own and manage the call through to resolution and subsequent closure;
- Ensures that the Operations Center mailbox is routinely monitored and that all enquiries and requests are actioned in line with the Service Desk framework Operational Performance Targets as defined by the Team Leader;
- Ensures that resolved calls are correctly closed in line with ITIL standards;
- Routinely undertakes general administrative duties for all the Support Service teams and for the IT group as a whole, when required;
- Maintains ordering and on-going inventory management of stationary items to be used by all the IT staff functions;
- Procures low-cost IT items and consumables on behalf of all users. This will include contacting suppliers for software quotations, coordinating purchase orders, ensuring correct goods/services are received and notifying appropriate parties;
- Demonstrates entry-level proficiency in two of the departmental section disciplines: Database Administration, Network Management, Desktop Management, Server Management, Application Design, Application Development, Enterprise Architecture, Security Management, Quality Assurance, Incident Management,

- Financial Management, Project Management, Document Management, Service Management, Asset Management, Production Application Services, Storage Area Network, Middleware Management;
- Demonstrates entry-level job knowledge, quality, dependability, judgment, communications and initiative, with demonstrated intermediate-level proficiency in meeting design specifications of computer systems, programs and operating systems, with the following core competencies: Analysis, Design, Business Process Improvement, Data Modeling, Development, Planning, Implementation, Test Script Development, Monitoring/Controls, Troubleshooting/Problem Solving, Documentation, and Service Motivation;
 - Demonstrates technical support that fosters commitment, team spirit, pride and trust. Facilitates and fosters open communication and cooperation within the organization and with customer groups in a team environment;
 - Supports organizational change that fosters a quality of service essential to high performance. Supports a shared vision and can work with others to translate vision into actions and meaningful contributions that drive performance to higher levels of effectiveness and productivity;
 - Shows initiative; effectively manages and performs personal daily activities and multiple minor projects under the discipline of defined departmental business processes;
 - Executes project plans/schedules, tasks, work assignments and critical milestones, with a demonstrated ability to focus on priority tasks;
 - Identifies and analyzes minor problems; distinguishes between relevant and irrelevant information to make logical decisions; provides solutions to problems;
 - Takes ownership of assignments and minor cross-sectional problems and works with a team to resolve, with an appropriate sense of urgency;
 - Communicates effectively, both verbally and in writing, to peers, management and customers at various levels of the organization. Prepares and delivers occasional section-level presentations to various audiences using clear, concise and effective communication;
 - Writes technical knowledge articles for future reference and repeating issue resolution purposes. Articles are stored in a database. Performs other related work as assigned or required;
 - Installs, configures, and tests End Point devices such as Desktop computers, laptops, tablets, printers, and mobile devices;
 - May assist in the recovery for of operating system software or telecommunications failures of any type;
 - May maintain contact with hardware vendors to coordinate complex problem determination;
 - Troubleshoots and analyzes telecommunication problems and digital devices;
 - Coordinates installation procedures and requirements with common carrier and County service providers, involved in site connectivity installations;
 - Work directly with computer deployment team to resolve issues pertaining to computer refresh;
 - Responds to customer's technical questions, and/or refers more difficult questions to End Point Analyst or other appropriate sources;
 - Provides customer training on an as needed basis;
 - Troubleshoots and analyzes basic End Point connectivity problems to Local Area Networks (LAN), Wide Area Network (WAN) and Virtual Private Network (VPN) connections;
 - Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Five (5) years of technical and professional experience in information technology in the assigned subject matter tasks that includes vast customer service experience or training; or an Associate's degree in information technology, computer science, computer technology, or related field and three (3) years of experience as described above; or a Bachelor's degree in information technology, computer science, computer technology, or related field and one (1) year of experience as described above; or an equivalent combination of education, training, and/or experience.

Special Qualifications (May be required depending on area of assignment):

- CompTIA A+
- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.

- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Candidate to demonstrate competence and/or possess certifications in one or more specific IT functions.
- Acquire and maintain CJIS Certification.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Knowledge, Skills and Abilities:

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications. Recommends changes to improve operational efficiencies and proactiveness;
- Knowledge of principles and procedures of communication operating systems, capabilities, characteristics, and limitations of LAN, WAN, micro/minicomputer systems, hardware and software, and mainframe computers;
- Knowledge of data communications methods and techniques relevant to hardware and software;
- Knowledge of methods and techniques relevant to computer operation, terminology, and programming;
- Knowledge of and skill in applying troubleshooting procedures;
- Skill in managing personal daily activities and minor projects for self;
- Skill in use and application of reference materials to research and solve minor problems;
- Skill in the application of theory in resolving minor problems;
- Skill in applying new technologies, soft skills and procedures;
- Skill in analyzing, resolving, and determining appropriate courses of action in order to resolve network and/or end user network issues; including escalation;
- Skill in communicating and resolving end user computer network problems;
- Ability to mentor teammates; work within teams to achieve success with others;
- Ability to prepare and deliver effective section-level presentations at various levels;
- Ability to use diplomacy in dealing with difficult customers and delivery of services;
- Ability to communicate effectively, both verbally and in writing, with peers and others;
- Ability to communicate written detailed events in ticketing application to ensure all information has been captured for resolution;
- Ability to communicate with tact, patience and courtesy at all levels of the organization;
- Ability to assist lower level personnel with training of new technologies;
- Ability to establish and maintain effective work relationships, both inside and outside of the work section;
- Ability to self-develop relevant job-related skill(s) for current role;
- Ability to understand and follow specific instructions, priorities, policies and procedures;
- Ability to identify, to take ownership of, and to troubleshoot and solve minor problems;
- Ability to operate a personal computer and other automated systems to enter and retrieve information, monitor work performed, and communicate data;
- Ability to understand and follow oral, written, and electronic instructions;
- Ability to detect, test, analyze results, and take corrective measures on hardware and software incompatibilities or errors;
- Ability to establish and maintain effective working relationships with customers, superiors, fellow employees, and others;
- Ability to oversee telecommunication systems, computer hardware or network systems, and complex software or management systems.

PHYSICAL/MENTAL DEMANDS

The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Additionally, the following physical abilities are required:

- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Visual ability: Sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- Hearing ability: Sufficient to hold a conversation with other individuals both in person and over a

telephone; and to hear recording on transcription device.

- Speaking ability: Sufficient to communicate effectively with other individuals in person and over a telephone.
- Mental acuity: Ability to make rational decisions through sound logic and deductive processes.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Repetitive motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

WORKING CONDITIONS

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.