

**MONTGOMERY COUNTY GOVERNMENT, VIRGINIA  
POSITION DESCRIPTION**

**TITLE: LEAD IT CUSTOMER SERVICE SPECIALIST**

**GENERAL DESCRIPTION**

The essential functions of the position within the Information Technology organization are to:

- Work closely with the CIO to develop and maintain the IT customer service strategy and desktop architecture for Montgomery County.
- Ensure that the end-user Desktop PC and applications used by Montgomery County meets the needs and is supported properly.
- Ensures that IT problem resolution for, and communication to, the end-user customer takes place in a timely and professional manner.
- Works closely with other IT Customer Service Specialists to mentor, advise and help build their knowledge in the areas of Desktop deployment and update techniques, troubleshooting and expectation management. The position will work closely with IT Operations and IT Applications to make sure the end user experiences are what they should be. The position works under general supervision independently developing work methods and sequences.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Responsible for the desktop PC and printer configurations used by all employees. Analyzes and understands end-user customer needs to make sure they have the proper equipment.

Manages the IT Track-IT Helpdesk system and is responsible for making sure all IT work orders are processed in a timely manner and that end-user expectations are met.

Works closely with IT Operations to ensure that the desktop and operations infrastructure are in sync and that changes made to environment do not impact end-users in a negative way.

Develops, and maintains end-user and technical documentation.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Responsible for the support of the Desktop PC configurations and the hardware/software components installed.

Responsible for the research, development, implementation and support of the end-user IT components to include Desktop and Laptop PCs, printers, monitors and associated devices.

Responsible for understanding the functional needs of all departments and agencies support by IT to ensure the equipment they have meets the needs.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Works closely with CIO to define IT Customer Service Strategy.

## **LEAD IT CUSTOMER SERVICE SPECIALIST**

Serves as project manager within the IT Customer Service function to make sure commitments are met and functionality is achieved.

Works with other IT Customer Service Specialist to help mentor and enhance their skills.

Works closely with CIO to coordinate work efforts within the IT Customer Service team.

Works closely with other IT team leads to ensure synergy within the IT function.

Maintains close relationships with equipment vendors.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Works with the end-user IT environment. Specifically, desktop and laptop PCs, printers, monitors and the various software applications that run on the PCs.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Responsible for all end-user devices supplied by the IT department. This includes Desktop and Laptop PCs, monitors, printers and other devices where applicable.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires no responsibility for the safety and health of others.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses basic mathematical and statistical skills when calculating work efforts.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Reads journals and manuals; composes specialized reports and business letters using proper format and grammar.

Must be able to effectively communicate with and earn the respect of internal functional departments and agencies.

Must be able to effectively communicate with external vendors.

Must be able to communicate effectively with the CIO, other IT team leads and the IT customer service specialists on the team.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs skilled work involving rules/systems with almost constant problem solving; requires normal attention with short periods of concentration for accurate results and occasional exposure to unusual pressure.

## **LEAD IT CUSTOMER SERVICE SPECIALIST**

Must be able to obtain a detailed understanding of IT end-user infrastructure. Specifically the interactions between computers, operating systems and applications software.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with serious impact - affects most units in organization. Poor decisions can lead to significantly reduced productivity for individuals or groups of individuals..

### **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education required for entry into the position.*

Requires education or training equivalent to a associates' degree or higher in the field of Information Technology or Computer Information Systems.

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires none, but A+, MCP, CCNA or ITIL certification are desirable.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires five or more years of related experience in the IT Customer Service environment.

Experience with PC operating systems and deployment methodologies is required..

Experience with standard PC-based applications like Office 2007, anti-virus, remote control tools and helpdesk tracking systems is required.

Customer service soft skills and strong desire to help others is required..

### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis, lifting and carrying PCs, monitors and printers for short distances and some dexterity in operating technology equipment.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to no unusual environmental hazards.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, and speaking.

## **LEAD IT CUSTOMER SERVICE SPECIALIST**

### **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The Montgomery County Government of Virginia is an Equal Opportunity Employer. ADA requires the County to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.