



EMPLOYEE NAME: _____

Revised: 2/07; 07/11; 10/12; 04/17; 05/17; 6/18; 11/20

JOB DESCRIPTION

POSITION TITLE: Customer Care Center (CCC) Analyst	JOB CODE: 446L
DIVISION: Technology Services	SALARY SCHEDULE: Technology Services
DEPARTMENT: Enterprise Services	WORKDAYS: 238
REPORTS TO: Team Lead, Customer Care Center	PAY GRADE: Rank L (NT12)
FLSA: Exempt	PAY FREQUENCY: Monthly
PRIMARY FUNCTION: Responsible for the successful completion of tasks and deliverables established within the enterprise services organization; demonstrates and delivers strong customer service to district end users; provides support and consultative services to end users via telephone, email, or support site; creates help desk service requests from telephone calls, email, and support site; efficiently and accurately route services requests in accordance with prescribed SLA's; provides first-tier hardware and software support to CCSD end users via remote management; performs system administration tasks; and provides support and consultative services to end users in response to service requests.	

REQUIREMENTS:

1.	Educational Level: Associate degree in computer science, information systems, or other related field, or equivalent work experience
2.	Certification/License Required: None
3.	Experience: Minimum of 3 years IT work with demonstrated working knowledge in help desk support with basic to moderately complex hardware and software along with problem solving/troubleshooting; experience with help desk ticketing applications
4.	Physical Activities: Routine physical activities that are required to fulfill job responsibilities
5.	Knowledge, Skills, & Abilities: Written and oral communication

The Board of Education and the Superintendent may accept alternatives to some of the above requirements.

ESSENTIAL DUTIES:

1.	Demonstrates prompt and regular attendance.
2.	Provides support and consultative services to end user via telephone or email.
3.	Creates help desk service requests from telephone calls, email, and support site.
4.	Efficiently and accurately route services requests in accordance with prescribed SLA's.
5.	Provides first-tier hardware and software support to CCSD end users via remote management.
6.	Monitors the status of network infrastructure (routers and switches) and servers using network monitoring tools.
7.	Performs system administration tasks to include password resets, user access control, file system rights, and application access.
8.	Recovers user files from backup.
9.	Provides first-tier support of the student information system application and other proprietary applications.
10.	Performs first-tier support of student testing (test delivery and test access).
11.	Performs first-tier support of BYOD network.
12.	Provides support and consultative services to end users in response to service requests.
13.	Performs other duties as assigned by appropriate administrator.

Signature of Employee _____ Date _____

Signature of Supervisor _____ Date _____