

FRESNO COUNTY SUPERINTENDENT OF SCHOOLS

CLASSIFIED POSITION¹

JCN: 138
RANGE: 154
EXEMPT

CUSTOMER SERVICE / TECHNOLOGY SUPPORT SPECIALIST

BASIC FUNCTION:

Under the direction of an assigned supervisor, act as the main interface between external and/or internal customers and the development team, providing subject matter expertise to ensure solution comprehensiveness, quality and accuracy based on customer expectations; work directly with customers to provide high-level support in user experience, best practices, and in finding technical resolutions, as needed.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

- Assist in conceptualizing customers' needs and business requirements and communicate to the rest of the team, by developing high-level product design wire frames, user interface concepts and mockups to convey functional requirements.
- Assist in performing quality assurance at the end of every Sprint to ensure team is developing features meeting stakeholder expectations.
- Assist in the prioritization of backlog requests to meet customer expectations.
- Assist with customer related issues and/or enhancement requests and to help the development team understand exactly what is required.
- Assist with finding and conveying a work-around to customers as issues arise and communicate these workarounds to the development team.
- Assist with development to determine an appropriate level of acceptance testing based on customer feedback.
- Coordinate the development of documentation, training and policy materials as necessary.
- Devise and execute plans to provide swift and accurate information to customers when product issues arise.
- Participate in the daily Scrums, Sprint planning meetings, Sprint reviews and retrospectives as needed.
- Perform market research, monitor competitive activity, and identify customer needs, as needed.
- Provide external trainings and presentations as needed and present feedback to stakeholders.
- Provide internal and external product support to school districts and departments.
- Represent the customer and continuously engage other stakeholders to ensure the team is building the right product/feature.
- Responsible for providing high-level customer service to end-users and providing detailed information about customer interactions with the development team.
- Work closely with product owner and the Scrum Master on the prioritization of issues arising during a Sprint cycle.
- Work with product owner to maintain the product backlog based on stakeholders and customer's needs and requirements.
- Attend and participate in a variety of assigned meetings, committees, conferences, in-services and/or special events.
- Comply with schedules, policies, regulations, procedures, orders and directives of the County Superintendent.
- Exhibit professionally appropriate interpersonal skills including but not limited to tact, patience, flexibility and courtesy.

¹Unrepresented

- Maintain a safe work environment.
- Operate a variety of office equipment, including but not limited to a computer and assigned software applications.
- Serve as a liaison between County Superintendent and administrators, personnel, outside organizations or the public concerning assigned area.
- Serve as a technical resource concerning assigned program, function or instructional area.
- Work collaboratively and maintain effective working relationships with others in the course of work in assigned area.

OTHER DUTIES:

- Driving a vehicle to conduct work, using own transportation.
- Perform other related duties as assigned.

KNOWLEDGE AND ABILITIES

KNOWLEDGE OF:

- General and school business practices and procedures.
- Policies, objectives, and business rules of assigned programs and activities.
- Record keeping and report preparation techniques.
- Scrum/Agile Principles.
- Software development lifecycle.
- Proper English usage, grammar, spelling, punctuation and vocabulary in all forms of communication.
- State Education Code, local, state and federal laws, codes, regulations and requirements and county office organization, operations, policies and objectives as related to assigned activities and/or instructional area.
- Theoretical and technical aspects of field of specialty.

ABILITY TO:

- Define problems, collect data, establish facts, and draw valid conclusions.
- Interpret customer and market needs into product features and functions benefiting customers and provide a competitive advantage.
- Maintain current knowledge of technological advances in the field.
- Maintain records and prepare reports, business correspondence and procedure manuals.
- Meet schedules and timelines.
- Problem solve and present recommendations with clarity in written and graphic form.
- Translate customer needs and business requirements to the development team.
- Analyze and evaluate situations accurately and adopt an effective course of action.
- Communicate effectively both orally and in writing.
- Drive a vehicle to conduct work.
- Interpret, apply, and explain rules, regulations, policies and procedures.
- Maintain consistent, reasonably regular, punctual attendance consistent with federal, state and local standards.
- Safely and successfully, perform essential job functions consistent with federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Work confidentially and with discretion.
- Work independently with little direction and balance multiple priorities and meet deadlines.

EDUCATION AND EXPERIENCE:

EDUCATION:

- High School Diploma, General Education Degree (GED) or State High School Proficiency Certificate.
- Bachelor's degree from an accredited college or university preferred.

EXPERIENCE:

- Three years of increasingly responsible experience working in related field(s): customer, technical and/or software support, educational technologies, teaching or professional development.

LICENSURE AND OTHER REQUIREMENTS:

- Valid California driver's license; when driving for work, maintain automobile liability insurance in accordance with California Insurance Code section 11580.1 or maintain other statutorily authorized financial responsibility.
- Enrollment in the California Department of Motor Vehicles Government Employer Pull Notice Program at time of hire and throughout employment with County Superintendent.

WORKING CONDITIONS

ENVIRONMENT:

- Drive a vehicle to conduct work, using own transportation.
- Office and/or school facility environment.
- Regular interruptions.
- Small and large group meetings.

PHYSICAL DEMANDS:

- Bending at the waist, kneeling or crouching; climb or balance.
- Eyesight corrected or uncorrected sufficient to read a variety of materials including but not limited to fine print.
- Hearing with or without use of hearing aid(s) sufficient to hear any conversation with others; understandable voice and speech patterns.
- Manual dexterity and coordination sufficient to operate office and/or classroom equipment.
- Sitting, standing and/or walking for extended periods of time.
- Use hands to handle and/or feel; reach with hands and arms.
- Must frequently lift, push, pull or carry up to ten (10) pounds and occasionally lift and/or move up to twenty-five (25) pounds.

The physical demands and working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this position, subject to reasonable accommodation.

This position description may not be an exhaustive list of all duties, knowledge, or abilities associated with this classification; however, it is intended to accurately reflect the principle job elements. Related duties, knowledge, or abilities to those expressly stated may also be required for successful performance of the position.

APPROVED:

Effective: 10/01/2017

Revised: 10/01/2020