



XEC Solutions, LLC

Expedite. Experience. Exposure.

Support Center Specialist

General Function

Responsible for day-to-day operations of the County's Service Center. Performs technical work providing customer support and problem resolution associated with all ISS applications, computer hardware, network and telephony.

Work is performed under the general supervision of the Support Center Supervisor or designee and is evaluated on accuracy, efficiency and achievement of desired results.

Representative Duties

- Provides service and guidance for escalated technical issues. Researches complex problems associated with Orange County voice and data networks.
- Coordinates with internal County support and operation groups and/or vendors to resolve problems.
- Assists in developing, updating, and maintaining Service Center procedures and knowledge base.
- Provides guidance and training for less experienced Service Center personnel.
- Upholds policy to ensure compatibility and premium services of all users.
- Performs other related duties as assigned.

Minimum Qualifications

- Associate's Degree from an accredited institution in Computer Science or closely related field and one year of customer service experience in a computer support environment. Customer service experience in a computer support environment may be substituted for education on a year-for-year basis.
- Must be able to effectively communicate on both technical and non-technical issues.
- Must possess a high level of expertise in all Microsoft Office products.