

**KERN COUNTY SUPERINTENDENT OF SCHOOLS  
APPROVED SEPTEMBER 2000  
RANGE: 47.0  
TECHNICAL SPECIALIST/SERVICES SERIES  
CLASSIFIED  
CODE: 2**

**CSIS - CLIENT SUPPORT TECHNICIAN  
(California School Information Services)**

**DEFINITION**

Under supervision of the Client Services Administrator, the Client Support Technician will provide first-level phone support to local education agencies for the CSIS program;

and participates in testing new versions of the CSIS Client software.

**EXAMPLES OF DUTIES**

Handle incoming support requests, either from e-mail or phone;

as appropriate, either provide response to simple questions or route to appropriate second-level support person;

use call-tracking software to log all calls;

test new versions of the CSIS Client software as necessary;

prepare help-desk status reports on a regular basis;

serve as a cooperative and contributing member of the CSIS Program Office team;

complete other duties as assigned.

**QUALIFICATIONS**

Knowledge of:

Excellent customer service and troubleshooting skills;

proven written and verbal communication skills;

detail oriented, organized;

and understanding of the K-12 schools helpful.

Experience:

Minimum of three years experience in customer service, help-desk, or technical support;

experience with using the Web (Internet Explorer, Netscape Navigator);

and experience with PC platform.

Education:

Requires graduation from an accredited four-year college or university.

Work experience resulting in an equivalent knowledge base may be substituted for the major requirement.

Some positions may require proof of privately owned automobile insurance and possess a valid California Motor Vehicle operator's license.

**Fingerprint clearance by both the Federal Bureau of Investigation and the California Department of Justice is a condition of appointment after all other required job conditions have been met.**

This position has a probationary period of six months or 130 days, whichever is longer.

ST:rw

2/19/08

F:\CSISClientSuppTech.doc

Previously ClientSuppTechCSIS

Revision to range 7/1/06 from 46.0 to 47.0, and we no

longer have a CSIS Client Support Technician – Special Projects