



TECHNICAL SUPPORT JOB FAMILY

CAREER PATH

Client Support Professional

(May be utilized in a Non-Supervisory or Supervisory Role)

This is a supervisory position accountable for overseeing a team providing IT client service management support services on-site or remotely. This position is responsible for supervising the day-to-day operations of technical support for a portfolio of software and hardware products and ensuring the quality and efficiency of technical support provided. This position oversees staff development, provides mentoring, plans and assigns work, assesses performance, and initiates/participates in discipline issues. These positions typically exist in an environment where a small team of IT client support staff is required due to the number of users supported. This position is assigned to a 24/7/365 call center.

Non-supervisory positions at this level perform mostly complex assignments. This position is responsible for comprehensive and innovative planning to resolve client's issues and coordinates with other information technology areas to identify and resolve problem issue trends. This position diagnoses, analyzes, and resolves issues of the highest complexity, assists the supervisor with administrative functions, and may coordinate multiple project teams. This position is assigned to a 24/7/365 call center.

Knowledge, Skills, and Abilities

In addition to those identified in the previous levels within this career path:

Comprehensive working knowledge of and the ability to demonstrate successful use of computer equipment and associated software/databases in the performance of duties.

Comprehensive working knowledge of and the ability to demonstrate understanding of all assigned areas of technical support, as well as the laws, principles, and practices as they are related to implementation within the agency.

SUPERVISORY ROLE ONLY: Working knowledge of and the ability to demonstrate understanding and successful interpretation, explanation, and application of the principles and practices of supervisory and management techniques in the performance of duties.

Working knowledge of and the ability to demonstrate understanding of the agency's policies, procedures, rules, and regulations in the performance of duties.



TECHNICAL SUPPORT JOB FAMILY

CAREER PATH

Knowledge of and the ability to demonstrate understanding and successful use of the principles and practices of project management techniques in the performance of duties.

Possess and demonstrate successful communication skills in English via all modes of communication.

Possess and demonstrate successful management and prioritization of work within predetermined deadlines and stressful/adverse situations.

Possess and demonstrate the ability to successfully work as a team member and positively interact with a variety of people, as well as work hours as assigned.

Ability to demonstrate successful performance in the training and mentoring of junior staff.

SUPERVISORY ROLE ONLY: Ability to demonstrate successful performance in the engagement, training, mentoring, and supervision of assigned personnel and support staff.

Ability to demonstrate successful performance in the research, gathering, correlating, and analyzing of facts to develop reports, charts, recommendations, and/or solutions in the performance of duties.

Ability to demonstrate successful performance and adherence to the rules of conduct for Patrol employees in accordance with General Order 26-02, as well as all other applicable agency policy and procedures.

Ability to demonstrate successful performance and adherence to policy and procedure in the care and maintenance of restricted and confidential information in the performance of duties.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.)

Minimum Requirements *(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.):*



TECHNICAL SUPPORT JOB FAMILY

CAREER PATH

Bachelor's degree from an accredited institution and two years experience in an information technology support environment.

Must be a United States Citizen, or a legal resident of a country participating in the Visa Waiver Program (VWP).

Necessary Special Requirements

NON-SUPERVISORY ROLE: Documented successful completion of at least 26 hours of professional skill development and leadership training each calendar year.

SUPERVISORY ROLE: Documented successful completion of at least 40 hours of professional development and leadership training each fiscal year, in accordance with 1CSR 20-6.010.

Pay grade: 30, 33

FLSA Status: Exempt

Work Schedule: An employee in this position works an eight-hour shift as directed; however, working hours are subject to change at the discretion of the commanding authority.

Effective: 02/01/2025

Reviewed: 02/01/2025

Revised: --