**Customer Support Specialist job description**

**Job brief**

The Client Services Support Specialist fulfills a key role within application testing and, as such, is a significant contributor to the Client Services team. Its essential functions hinge upon the individual’s ability to communicate and collaborate with internal and external clients. The Client Services Support Specialist is essential in supporting and maintaining an ongoing relationship with existing clients. This, in turn, allows Client Services to retain clients and maintain strong references and to increase new revenue opportunities. By employing excellent relationship management skills, the Client Services Support Specialist will ensure optimal client satisfaction, providing an important balance within organization.

**Responsibilities**

* Responds to telephone calls for assistance from customers regarding computer or telecommunication hardware and/or software problems.
* Places orders for service with contracted telecommunications vendors, including telephone, fax, and modem lines, dedicated circuits and ISDN lines.
* Ensures users have needed telephone and wireless systems and features.
* Analyzes and evaluates possible solutions to problems; advises customers regarding problem resolution and directs customers to take specific actions to define and resolve such problems; sends on-site assistance for problem resolution when the situation cannot be resolved over the telephone.
* Logs and tracks calls for support and prepares periodic or special reports regarding activities and highlighting problem trends.
* Provides technical assistance to Workforce Connections employees regarding the use and operation of a wide variety of computer hardware, software and peripheral equipment.
* Performs security administration by resetting passwords, creating, moving, and disabling user accounts for network operating systems and software applications.
* Prepares written documentation and instructions for customer use in an operational setting.
* Notifies systems development staff or vendor support staff when equipment maintenance or repair is apparently required.
* Reviews periodicals, product and system documentation and other written materials to maintain and update knowledge regarding hardware and software used by Workforce Connections.
* Maintains a library of such information for departmental use.
* Proofreads and edits technical and non-technical materials prepared by others.
* May develop training materials and exercises; revises and updates curricula as required.
* May perform desktop publishing activities in publishing newsletters, creating brochures, writing user manuals or other related special projects.
* Contributes to the efficiency and effectiveness of the unit's service to its customers by offering suggestions and directing or participating as an active member of a work team.
* Maintains files and may perform a variety of general office support work related to the activities of the unit.
* Manage confidential information.
* Regular and consistent attendance.
* Other duties as assigned.

**Requirements**

* Basic understanding of internet access and streaming
* Advanced computer skills in MS Word, Excel, PowerPoint
* Strong written and verbal communication
* Excellent customer service skills
* Strong problem-solving skills
* Detail oriented and organized
* Ability to prioritize and manage multiple projects
* Ability to document and communicate customer issues to internal staff through non-technical descriptions that are provided by customers
* Ability to communicate with DC Access staff and customers using standard DC Access communication tools including email, text and phone
* Available for flexible work schedule (shared off-hours emergency service)
* Bachelor's degree required.