



TECHNICAL SUPPORT JOB FAMILY

CAREER PATH

Senior Client Support Technician

A position at this level serves as a technical expert and/or lead worker assisting the team supervisor providing a full range of on-site and remote technical support and providing technical assistance to staff. This position provides technical support to clients by identifying, analyzing, and resolving client issues allocated from other staff, which is received telephonically, submitted through the helpdesk system, and/or in a field environment. Complexity of issues may vary; however, the more complicated issues are handled at this level. This position assists with mentoring and training of staff and analyzes trends of issue and proactively provides input addressing these problems. Employees may lead project teams and have temporary supervisory responsibilities. 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:

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

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.

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

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.



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Ability to demonstrate successful performance in the training and mentoring of junior 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.):*

Associate's degree from an accredited institution and two years of information technology support experience.

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

Necessary Special Requirements

Documented successful completion of at least 26 hours of professional skill development and leadership training each calendar year.

Pay grade: 28, 30

FLSA Status: Non-Exempt



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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: --