



## **Business Application Support Technician #03135**

City of Virginia Beach – Job Description  
Date of Last Revision: 03-11-2016

**FLSA Status:** Non-Exempt

**Pay Plan:** General

**Grade:** 19

### **City of Virginia Beach Organizational Mission & Values**

The City of Virginia Beach exists to enhance the economic, educational, social and physical quality of the community and provide sustainable municipal services which are valued by its citizens. The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These Values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

### **Class Summary**

Serves as a technical specialist principally performing work that is integrated with computerized / automated information, communications and control systems. Provides front-line technical assistance to users who are experiencing difficulty with the use of department applications, equipment, or services – being responsible to restore functionality to the user; complex and/or high priority incidents are elevated to others for resolution. Work activities will be performed in a central support environment and/or at the user location – including field operations.

### **Representative Work Functions and Responsibilities**

Performs day-to-day user support of computer applications, related hardware, and LAN systems for a department and serves as a power user. Provides a rapid response to notifications of service interruptions.

Establishes the priority of recorded incidents and resolve common client service requests using available resources; determines the most effective manner to resolve the client's reported incident.

Elevates complex and/or high priority incidents to the appropriate groups for resolution. Follows up to ensure that action is taken.

Assists in acquisition and installation of hardware and software to the required quality specifications; and installs workstations.

May establish and maintain databases or spreadsheets for the division/department's use and generate various informational reports from them; prepares regularly recurring reports; creates spreadsheets, presentations, or reports for department/division use.

Assists, as needed, with the maintenance and inventory of agency hardware and software.

Responds to internal inquiries by compiling reports; handles complaints and requests for service or information by providing assistance or refers to the proper source.

Develops computer literacy within department using informal and formal training sessions.

Perform other job duties requiring skills, knowledge and physical requirements as demanded by those

duties described or less. Individual assignments will be determined by the supervisor based on then current workloads and department needs.

**Performance Standards**

Maintains computer applications, systems and LAN systems in operational condition on a daily basis minimizing downtime and quickly troubleshooting problems; provide exceptional customer service assisting users reporting service interruptions; prepares accurate reports, provides clear written and verbal support to clients; writes professional documents for all types of correspondence (e.g. memorandum, e-mail, instant messaging, letter, etc.); and communicates information to appropriate individuals; sound reasoning ability demonstrated through: effective interpersonal skills; prioritizes tasks in a fast-paced work environment; works effectively under pressure; sets personal deadlines; and uses effective time management skills; adheres to timely elevation of complex and/or high priority issues; works effectively to ensure a coordinated and efficient use of resources compatible with overall City standards and procedures

**Minimum Qualifications**

Requires any combination of education (above the high school level) and/or experience equivalent to (4) four years in fields utilizing the required knowledge, skills, and abilities.

**Preferred Qualifications**

Prefer recent work experience within a Technical Call Center/Support Center/Help Desk in a job role equivalent to Support Center Analyst, Service Desk Technician, or Customer Service Representative. Specialty certifications that may be required by government agencies – to be identified at the position level.

**Special Requirements**

All employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies.

Employees may be required to participate in a Standby rotation to provide 24/7 coverage of customer operations.

Employees within this class have been designated as Alpha I positions requiring employees to work during inclement weather, regardless of the City's operational status.

**Knowledge-Skills-Abilities Required to Perform Satisfactorily**

A. Knowledge

1. Knowledge of department/division organization and operation.
2. Knowledge of current computer software applications such as word processing, spreadsheet, and database management programs.
3. Technical knowledge of electronic equipment and assessment protocols supporting service delivery and repair.

B. Skills

1. Skill in providing exceptional customer service.
2. Skill in assisting users reporting service interruptions, outages or making service requests for IT applications, products and services.
3. Skill in adhering to procedures.
4. Skill in oral and written communications.
5. Skill in providing technical support received via multiple channels (phone, e-mail, instant messaging).
6. Skill in managing and prioritizing work assignments in a fast-paced work environment.

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This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

7. Skill in assessing source of service failure, identification of needed corrective action or repair, and performance of same in a timely and accurate manner.

C. Abilities

1. Ability to provide rapid response to reports of service interruptions.
2. Ability to help customers resolve technical incidents in a timely manner.
3. Ability to comprehend and follow oral and written instructions.
4. Ability to perform a variety of assigned tasks that may vary from day to day.
5. Ability to determine the most effective manner to resolve the client's reported incident.
6. Ability to elevate complex and/or high priority incidents to the appropriate groups for resolution.
7. Ability to verify that suggested solutions effectively resolve the users' reported incidents.
8. Ability to effectively communicate with customers via multiple communications channels.
9. Ability to maintain effective working relationships with management, department, user and contracted personnel.
10. Ability to receive, execute and effectively communicate complex oral and written instructions.
11. Ability to maintain accurate, complete records.
12. Ability to work independently, but seek guidance when uncertainties arise.
13. Ability to remember procedures or steps and recall them to carry out routine tasks.
14. Ability to adjust routine procedures to accommodate challenges or improve processes.
15. Ability to adjust to typical work stressors and maintain composure in stressful situations.

**Working Conditions**

The below stated working conditions are intended to provide a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of positions in the noted job title. A more detailed description will be made available at the position (PCN) level.

*NOTE: Per HR Policy 6.19, Americans with Disabilities, the City follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The City shall not discriminate on the basis of disability in its hiring and employment practices. The City shall make reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the City's business.*

**Physical Requirements:** *Physical refers to the requirement for physical exertion and coordination of limb and body movement.*

Requires light to medium work that involves walking, standing, stooping, and lifting some of the time and exerting up to 50 pounds of force, and routine keyboard operations.

**Mental Requirements:** *Mental refers to the degree that the job involves cognitive activities, and use of mental processes*

Performs specialized technical work requiring general understanding of operating policies and procedures and their application to problems not previously encountered; applies specialized technical principles and practices in the solution of problems; requires normal attention with short periods of concentration for accurate results and occasional exposure to unusual pressure.

**Environmental Conditions:** *Environmental refers to job conditions inherent to the job setting, including those that may lead to injury or health hazards even though precautions have been taken.*

This job involves a risk of limited to no exposure to any environmental hazards.

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**Sensory Requirements:** *Sensory refers to hearing, sight, touch, taste, and smell required by the job.*  
This job requires normal visual acuity and field of vision, hearing, and speaking.

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