



CUSTOMER SUPPORT ANALYST

NATURE OF WORK

This is responsible professional work providing office automation and information technology services to Senate offices. The work includes assessing customer needs and coordinating efforts to ensure requests are being fulfilled in a timely and efficient manner. Work is performed under the general supervision of the Customer Support Manager.

EXAMPLES OF WORK

(This list is not absolute or restrictive, but indicates approximate duties and responsibilities which may be redefined pursuant to operational needs.)

- Represents or markets the Sergeant at Arms services to the Senate offices.
- Consults with Senate office management staff regarding the most efficient use of office automation, including communications, document reproduction and transmission, and general office equipment.
- Analyzes functional operations, procedures and work flow in Senate offices to determine how office technology might improve efficiency and productivity; participates in the design and enhancement of office equipment and systems.
- Provides a variety of assistance to users with regard to problem solving, troubleshooting, testing new equipment and systems, preparing statements of requirements for equipment, budget, training, etc.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Work is performed in an office environment requiring no exceptional physical demands.

MINIMUM QUALIFICATIONS

Work requires a Bachelor's Degree in communications, information technology or a related field, and one to three years of professional experience in office automation or information systems management; or any equivalent combination of education and experience that provides the following knowledge, abilities and skills:

- Knowledge of various systems, software and equipment related to communications and information technology.
- Knowledge of general office practices and procedures.
- Ability to assess user needs and to plan and coordinate activities to meet those needs.
- Ability to solve complex technical problems related to automated information systems.



- Ability to communicate effectively, both orally and in writing.

LICENSES, CERTIFICATION AND OTHER REQUIREMENTS

None.