

CUSTOMER SERVICE TECH SUPPORT

RAPIDS: 3031D

O*NET/SOC: 15-1232.00

REVISION DATE: 09/2022

TRADE DESCRIPTION: Addresses problems; installs, configures, troubleshoots, and provides maintenance and training in response to customer requirements or inquiries (e.g., tiered-level customer support). Typically provides initial incident information to the Incident Response (IR) Specialty.

TASK PERFORMANCE: Demonstrate knowledge and skills for qualifying as Journeyman. Applicable Job Qualification Requirements will be used as a guide in performing tasks and demonstrating knowledge in the following competencies.

TRADE ELIGIBILITY REQUIREMENTS:

Service Member assigned, trained and working full time in this trade occupation;

Have a minimum of 12 months remaining on active duty when beginning this trade apprenticeship;

Agree to abide by the National Standards of Apprenticeship.

Related Instruction:

Trade related On-The-Job-Training (OJT) or Any Trade related schools/courses totaling 288 or more hours.

Additional Requirement:

None

JOB FUNCTION 1: TROUBLESHOOTING ISSUES FOR CUSTOMERS

Competencies:	Achieved Competency	Date Achieved	Approved By
1 - Diagnose and resolve customer reported system incidents, problems, and events.			
2 - Troubleshoot system hardware and software.			
3 - Oversee the daily performance of computer systems.			
4 - Refer major hardware or software problems or defective products to vendors or technicians for service.			
JOB FUNCTION 2: SYSTEM INSTALL AND MANAGEMENT			
Competencies:	Achieved Competency	Date Achieved	Approved By
1 - Install and configure hardware, software, and peripheral equipment for system users in accordance with organizational standards.			
2 - Administer accounts, network rights, and access to systems and equipment.			
3 - Enter commands and observe system functioning to verify correct operations and detect errors.			
4 - Modify and customize commercial programs for internal needs.			
5 - Perform asset management/inventory of information technology (IT) resources.			
JOB FUNCTION 3: INCIDENT TRACKING AND ANALYSIS			
Competencies:	Achieved Competency	Date Achieved	Approved By
1 - Monitor and report client-level computer system performance.			
2 - Make recommendations based on trend analysis for enhancements to software and hardware solutions to enhance customer experience.			
3 - Maintain incident tracking and solution database.			
4 - Develop a trend analysis and impact report.			
5 - Analyze incident data for emerging trends.			
JOB FUNCTION 4: EDUCATE CUSTOMERS			
Competencies:	Achieved Competency	Date Achieved	Approved By
1 - Develop and deliver technical training to educate others or meet customer needs.			

FINAL APPROVER:	ALL COMPETENCIES COMPLETED:		
SIGNATURE:	DATE:		