



STATE OF NORTH CAROLINA
invites applications for the position of:

Second Shift Customer Support Tech

JOB CLASS TITLE: User Support Technician I

POSITION NUMBER: 60011200

DEPARTMENT: Dept of Public Safety

DIVISION/SECTION: SBI/Information Technology

SALARY RANGE: \$38,480.00 - \$63,047.00 Annually

RECRUITMENT RANGE: \$38,480.00 - \$50,000.00

SALARY GRADE / SALARY GRADE EQUIVALENT: IT01

COMPETENCY LEVEL: Not Applicable

APPOINTMENT TYPE: Permanent Full-Time

WORK LOCATION: Wake County

OPENING DATE: 01/06/20

CLOSING DATE: 01/17/20 5:00 PM Eastern Time

DESCRIPTION OF WORK:

Salary Grade: IT01

Recruitment Range: \$38,480.00 - \$50,000.00

Work Schedule: Tuesday - Wednesday, 3:30 p.m. – 12:00 midnight and Saturday - Sunday, 7:30 p.m. - 7:30 a.m., including holidays.

This User Support Technician I position is located in the North Carolina State Bureau of Investigation Information Technology Customer Support Center and provides first tier, and some second tier, customer support primarily to internal and external law enforcement agencies and citizens of North Carolina. This position requires strong communication skills, time management, technical and problem-solving skills, Customer Support/Help Desk experience, as well as the ability to use an array of technical resources for providing timely, user-friendly and accurate technical support. This position requires working under stressful conditions when system outages and/or network failures occur.

Customer Support Center employees accessing DCIN, NCIC and NLETS must be certified within ninety days of start date, in modules of DCIN User Certification as designated by the SBI Criminal Information and Identification Section. Initial training phase will require selected applicant to train on both 1st and 2nd shifts. Upon completion of training, employee may be required to occasionally fill-in on other shifts, which may include weekends and holidays.

KNOWLEDGE, SKILLS AND ABILITIES / COMPETENCIES:

Listed below are the knowledge, skills and abilities (KSA's) associated with this position. These KSA's, along with the minimum education and experience listed, are required in order to be deemed "eligible" for the position. Therefore, you must

demonstrate or provide supporting information within the body of your application to demonstrate your possession of each KSA listed.

- Demonstrated experience in Customer Support/Help Desk environments providing a range of technical understanding to resolve routine and non-routine issues on software and/or hardware.
- Demonstrated experience communicating technical solutions and problems to customers, entering detailed and comprehensive documentation in an incident tracking application, and prioritizing, resolving and/or escalating a higher level of support if needed.
- Demonstrated experience utilizing software tracking system, emails, documentation, etc. to provide customers, peers, staff, and management detailed verbal or written communication.
- Experience working under stressful conditions when system outages and/or network failures occur (in a customer support/helpdesk environment).

Management prefers applicants with 2 years experience utilizing the Division of Criminal Information Network (DCIN).

Selected candidates will undergo and must successfully complete a comprehensive background investigation which includes: pre-employment polygraph examination; credit and arrest checks; interviews with associates, personal and business references; verification interviews of employers; verification of education achievement; urinalysis drug screening; and submission of fingerprints.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS:

Associate's degree in computer information technology, computer technology Integration, networking technology, or related curriculum from an appropriately accredited institution; or High school or General Educational Development (GED) diploma and one year of experience in the field of technology related to the position's role. Coursework in computer or information technology may be substituted year-for-year for the required experience; or an equivalent combination of education and experience.

SUPPLEMENTAL AND CONTACT INFORMATION:

The State Bureau of Investigation is an Equal Opportunity Employer. The SBI uses the Merit-Based Recruitment and Selection Policy to fill positions subject to the State Human Resources Act with the most qualified individuals. Hiring salary will be based on relevant qualifications, internal equity and budgetary considerations pertinent to the advertised position.

- Online applications are only accepted through <http://www.oshr.nc.gov/jobs/>
- **To receive credit for all of your work history and credentials, you must list the information on the State of North Carolina application. Any information omitted cannot be considered for qualifying credit. Resumes will not be accepted in lieu of the state application.**
- **The Knowledge, Skills and Abilities AND the Minimum Education and Experience are REQUIRED in order to be considered qualified for the position. Therefore, you MUST provide supporting information within the body of the application that clearly demonstrates your possession of the KSA's and the Education/Experience requirements. SBI will NOT accept "see attached resume" in lieu of education and work experience completed on the application.**
- Degrees must be received from appropriately accredited institutions.
- Applicants seeking Veteran's Preference must attach a DD form 214, Certificate of Release or Discharge from Active Duty, along with your application.
- During the online application process, if additional documentation is required, attach the documentation at the bottom of Step 4 in the application process. If applying for a position certified through the North Carolina Department of Justice - Criminal Justice Education and Training Standards Division, refer to <https://ncdoj.gov/law-enforcement-training/criminal-justice/> for specific certification requirements.
- The State Bureau of Investigation must adhere to the United States Department of Justice Final Rule on the "National Standards to Prevent, Detect, and Respond to Prison Rape" under the Prison Rape Elimination Act (PREA) Standards at 28 C.F.R. Part 115 Docket No. OAG-131 RIN 1105-AB34. Refer to <http://www.ncdps.gov/document/prea-hiring-and-promotion-prohibitions> for hiring and promotion prohibition requirements for all positions in

the SBI.

Due to the volume of applications received, we are unable to provide information regarding the status of your application over the phone. You can check the status of the application by logging into your account at www.oshr.nc.gov and clicking **"Application Status."**

For technical assistance with completing the application please contact our applicant customer support line at 855-524-5627. **If there are any questions specific to this posting, please contact SBI Human Resources at 919-662-4500.**

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.oshr.nc.gov/jobs/index.html>

Position #19-12392
 SECOND SHIFT CUSTOMER SUPPORT TECH
 SS

NOTE: Apply to the department listed on posting
 An Equal Opportunity Employer, NC State Government

noreply@nc.gov

Second Shift Customer Support Tech Supplemental Questionnaire

- * 1. What is your highest level of education?
 - Did not graduate from high school or receive GED
 - Graduated from High School or completed GED
 - Received an Associate's degree
 - Received a Bachelor's degree or higher
 - Other – Please provide information in the Education Section of the application
- * 2. How many years of experience do you have in the information technology field?
 - None
 - Less than 1 year
 - 1 year or more
- * 3. Do you have experience in Customer Support/Help Desk environments providing a range of technical understanding to resolve routine and non-routine issues on software and/or hardware?
 - Yes No
- * 4. Please briefly explain your experience in Customer Support/Help Desk environments providing a range of technical understanding to resolve routine and non-routine issues on software and/or hardware.
- * 5. Do you have experience communicating technical solutions and problems to customers, entering detailed and comprehensive documentation in an incident tracking application, and prioritizing, resolving and/or escalating a higher level of support if needed?
 - Yes No
- * 6. Please briefly explain your experience communicating technical solutions and problems to customers, entering detailed and comprehensive documentation in an incident tracking application, and prioritizing, resolving and/or escalating a higher level of support if needed.

- * 7. Do you have experience utilizing a software tracking system, emails, documentation, etc. to provide customers, peers, staff, and management detailed verbal or written communication?
 Yes No

- * 8. Please briefly explain your experience utilizing a software tracking system, emails, documentation, etc. to provide customers, peers, staff, and management detailed verbal or written communication.

- * 9. Please indicate the software and/or hardware applications you have experience utilizing:
 - Omnixx
 - Law Enforcement Management System (LMS)
 - NC Identify Management (NCID)
 - Integrated HR-Payroll System (BEACON)
 - Active Directory (AD)
 - Virtual Private Network (VPN)
 - Microsoft Office
 - Windows
 - Division of Criminal Information Network (DCIN)

- * 10. In order to receive credit for the supplemental questions that you answered, you must provide supporting information within the body of the application to validate your answers. Your application should also reflect all education, work experience, and certifications/licenses obtained. Work experience must clearly demonstrate that you possess the Knowledge, Skills and Abilities AND the Minimum Education and Experience requirements listed on the job posting. Please remember to include all relevant training, knowledge, experience, education, and certifications on the application. If you did not do so, please go back and do so before submitting your application. Is your application complete?
 Yes No

* Required Question