

Customer Service Center (CSC) Management - Telecom

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The CSS2s assist agency telecom coordinators in development of the appropriate product & service mix to fulfill specific needs. The CSS2 consults on major projects; assists in document preparation for large purchases; coordinates vendor services; & completes special assignments. They analyze the present & future telecommunications needs of an assigned agency & recommend solutions; obtain price quotes for large projects; manage large moves, relocations, & projects; coordinate & schedule training for new installations, upgrades, & large projects; & conduct acceptance walk-throughs to determine quality & functionality of system installations.

Agents clarify & process orders; coordinate procurement & installation; & manage inventory of telephone lines, equipment & accessories, voice mail, calling cards, PBX/EKS & key systems, special features, toll free service, pagers, wireless voice & data equipment (including cellular phones, Blackberries, accessories & service plans), & data communication facilities & associated equipment (including fiber optic cabling, internet dialup access, T1s, DSOs, radio transmission circuits, & other types of Telco facilities). Agents monitor order status & update billing information for project completion. Provisioners assist telecom coordinators & work with the CSS2 & appropriate vendor technicians to implement efficient, cost effective service.

QA validates & verifies the performance, timeliness & value of the products & services delivered by the CSC & contracted vendors. QA also analyzes information & recommends changes to streamline processes & increase efficiencies. They monitor vendor SLAs & assess appropriate penalties; prepare Methods & Procedures documentation; approve monthly billable repair & statewide maintenance invoices; complete the annual telephone station count "true-up" process; produce & deliver the telecom service Bulletins; maintain the database of statewide agency telecom coordinators; manage the on-line State Telephone Directory Application; & supervise vendor-provided State Directory Assistance.

The CSC provides a telecommunications Help Desk staff to assist with telephone, data, network, wireless & video equipment issues & repairs. They open & complete detailed service tickets; update site & requestor information in the ticketing system; report trouble issues to Local Exchange Carriers (LECs) & other service and/or equipment providers; establish the level of repair priority; monitor service status (escalating as needed); & close service tickets upon satisfactory resolution. Repair calls outside standard business hours are handled by the Communications Management Center (Chicago). Through the CSC & CMC, assistance is provided to agency users 24 X 7 X 365.

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IT Service Desk – Springfield & Chicago
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IT Service Desk – Tier 2 Springfield
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IT Service Desk staff provide assistance to consolidated agencies, boards & commissions under the Governor; process Enterprise Service Requests & Addendums that initiate change requests & assign tasks; delegate tasks to external groups that relocate printers & other IT equipment; request other specialized IT services or assistance; update CMS inventory records; & monitor the customer's satisfaction with services performed. Staff reset passwords & trouble-shoot, diagnose & resolve problems associated with fundamental Tier 1 technology services. Each repair incident is identified, recorded, & categorized (assigned the appropriate priority).

Customer Service Center (CSC) IT Service Desk - Springfield

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