

G2C – CUSTOMER SUPPORT

Title/Class Code	Education and Experience	Substitutions
CUSTOMER SUPPORT INTERN G2C1IX	Graduation from an accredited college or university with an associate's, bachelor's or master's degree in computer operations, computer programming, computer science, business, business administration, engineering, mathematics, statistics, or statistical analysis.	Work experience in the above areas will substitute for the required education only on a year-for-year basis.
CUSTOMER SUPPORT COORDINATOR I G2C2TX	Graduation from an accredited college or university with an associate's, bachelor's or master's degree in computer operations, computer programming, computer science, business, business administration, engineering, mathematics, statistics, or statistical analysis AND one year of experience in one or a combination of the following: leadwork in mainframe/mini computer and peripheral equipment operations; scheduling the use of mainframe computer time and operations; planning, organizing, directing, and supervising a data operations/processing center; data processing with computer operations using a job control language; resolving user oriented data processing problems and updating and correcting JCL; or supervising/leadwork of a customer coordination function in a data processing center.	Work experience in the above areas will substitute for the required education only on a year-for-year basis.
CUSTOMER SUPPORT COORDINATOR II G2C3XX	Graduation from an accredited college or university with an associate's, bachelor's or master's degree in computer operations, computer programming, computer science, business, business administration, engineering, mathematics, statistics, or statistical analysis AND two years of experience in one or a combination of the following: planning, organizing, directing, supervising employees in computer operations; leadwork in mainframe/mini computer and peripheral equipment operations; scheduling the use of mainframe computer time and operations; planning, organizing, directing, and supervising a data operations/processing center; data processing with computer operations using a job control language; resolving user-oriented data processing problems and updating and correcting JCL; or supervising/leadwork of a customer coordination function in a data processing center.	Work experience in the above areas will substitute for the required education only on a year-for-year basis.

<p>CUSTOMER SUPPORT COORDINATOR III</p> <p>G2C4XX</p>	<p>Graduation from an accredited college or university with an associate's, bachelor's or master's degree in computer operations, computer programming, computer science, business, business administration, engineering, mathematics, statistics, or statistical analysis AND three years of experience. One year of experience must be at the level of leadwork in mainframe/mini computer and peripheral equipment operations and/or scheduling the use of mainframe computer time and operations. The remaining two years of experience must be in one or a combination of the following: planning, organizing, directing, and supervising employees in computer operations; planning, organizing, directing, and supervising a data operations/processing center; data processing with computer operations using a job control language; resolving user oriented data processing problems and updating and correcting JCL; or supervising/leadwork of a customer coordination function in a data processing center.</p>	<p>Work experience in the above areas will substitute for the required education only on a year-for-year basis.</p>
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