

## COMPUTER TECHNICIAN

DISTINGUISHING FEATURES OF THE CLASS: This is a technical position involving responsibility for the installation and maintenance of personal and mainframe computers and related peripheral equipment. May, as assigned, monitor and operate mainframe and personal computers and related peripheral equipment. The position requires frequent contact with computer users to identify problems. The work is performed under general supervision. Supervision of others is not normally a responsibility of this position. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only) Delivers, installs and tests computer hardware, software, peripheral equipment and necessary cabling; Configures system to standards; Responds to requests for assistance from computer users experiencing problems with computers or peripheral equipment; Identifies problems as being either software and/or hardware in nature; Repairs hardware as needed or arranges for repairs by others; May refer software problems to others; Performs routine maintenance and upgrades of hardware; Installs new or upgraded software; May conduct training, either one-on-one or in a training session, on the use of computer hardware and software; Maintains inventory of computer hardware and maintenance and repair records; Assist in the purchasing process by evaluating hardware and software to fit the requirements of the computer users; May request bids for equipment; May monitor and operate personal and mainframe computers in accordance with operating instructions; Maintains a variety of records related to the operation of computers.

FULL PERFORMANCE, KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of principles and techniques of data processing; Good knowledge of personal and mainframe computer hardware capabilities, characteristics and compatibilities; Working knowledge of common software used in personal computers; Ability to analyze computer problems and identify the source of the problem; Ability to repair and maintain computer hardware and peripheral equipment; Ability to establish effective working relationships with computer users and co-workers; Ability to understand, interpret and follow complex technical written and oral instructions; Mental alertness; Tact; Courtesy; Physical condition commensurate with the demands of the position.

### MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma; and EITHER

- A. Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in computer science, computer technology, computer repair or a closely related field
- B. Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in computer science, computer technology, computer repair or a closely related field and two years fulltime paid or equivalent parttime paid experience in the installation and maintenance of computers and related peripheral equipment OR
- C. Four years fulltime paid or equivalent parttime paid experience in the installation and maintenance of computers and related peripheral equipment, OR
- D. An equivalent combination of training and experience as defined within the limits of A, B and C above.

NOTE: A valid New York State driver's license is required at time of appointment and maintained during employment.

Adopted 7/29/97

Reviewed 11/2/99, 10/7/02, 9/7/04, 9/28/07, 5/10/13

Revised 2/12/10; 4/11/16; 12/28/17