

SENIOR COMPUTER TECHNICIAN

DISTINGUISHING FEATURES OF THE CLASS: This is important technical and supervisor work involving responsibility for the installation and maintenance of personal and mainframe computers and related peripheral equipment. The position requires frequent contact with computer users to identify problems. This class differs from that of Computer Technician by the increased level of expertise required to perform the more difficult and complex technical situations and the added responsibility of supervising the activities of Computer Technicians. The work is performed under general supervision with leeway for exercising independent judgement in planning and carrying out the assignment of duties. Direct supervision is exercised over Computer Technicians and others. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only) Documents, Analyzes, prioritizes, responds and assigns requests for the delivery, installation and testing of computer hardware, software, peripheral equipment and necessary cabling; Supervises the work of subordinate staff to monitor progress of work assigned; Documents progress and results of assignments; Provides advice and technical assistance to technicians; Consults with superiors and reports problems with work load and scheduling; Configures system to standards; Identifies problems as being either software and/or hardware in nature; Repairs hardware as needed or arranges for repairs by others; Performs routine maintenance and upgrades of hardware; Installs new or upgraded software; Maintains inventory of computer hardware and maintenance and repair records; 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: Thorough knowledge of principles and techniques of data processing; Good knowledge of personal and mainframe computer hardware capabilities, characteristics and compatibilities; Good knowledge of common software used in personal computers; Ability to analyze computer problems and identify the source of the problem; Ability to supervise others; 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 and one year full-time paid or equivalent part-time paid experience in the installation and maintenance of computers and related peripheral equipment, OR
- 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 three years full-time paid or equivalent part-time paid experience in the installation and maintenance of computers and related peripheral equipment, OR
- C. Five years full-time paid or equivalent part-time 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.

Adopted 1/11/02

Revised 2/5/04; 4/11/16; 4/27/16

Reviewed 5/9/13; 5/28/15; 2/20/18