Jurisdictional Class: Competitive
EEO Category: Technicians
Adopted: 08/31/2023

SENIOR COMPUTER SERVICE TECHNICIAN

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for the repair, maintenance, installation, and removal of computer equipment and peripheral equipment. The incumbent assists in maintaining networks, troubleshooting hardware and software problems, and aiding in various data communication functions. Work is performed under direct supervision of the Data Processing Supervisor, Director of the Mohawk Regional Information Center, Senior Audio-Visual Repair Technician, or other designated supervisor. The incumbent provides lower-level technicians with supervision, technical advice, and support. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)
Provides on-site user support in interpreting, diagnosing and repairing networked and non-networked computers;
Advises lower-level technicians on configuration and installation procedures for new equipment;
Supervises and participates in the configuration and installation procedures for new equipment;
Distinguishes between hardware and software problems;
Diagnoses, isolates and exchanges faulty components on equipment;
Monitors and maintains integrity of various installed networks;
Prepares and installs various disk drives;
Performs limited customer training on the use of equipment;
May assist in evaluating commercial software applications;
May be required to lift at least 50 lbs;
Daily travel may be required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of the repair, maintenance, installation, components, operation and removal of computer equipment and related equipment; good knowledge of electronics terminology; working knowledge of networking computers; ability to plan and direct the technical work of lower level technicians; ability to carry out written and oral directions; ability to work effectively with users; ability to see all colors of wire for connection purposes; ability to move equipment and supplies; ability to communicate effectively both orally and in writing; ability to think logically; ability to use computer applications; good judgment; initiative; resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

(A)   Possession of a Bachelor's Degree in computer science, micro-computer technology, electronics, electrical technology, or a closely related field; **OR**

(B)   Possession of Associate's Degree in computer science, micro-computer technology, electronics, electrical technology, or a closely related field **AND** two (2) years of experience in the installation, repair, and maintenance of computers and related peripheral equipment; **OR**

(C)   Graduation from high school or possession of a high school equivalency diploma **AND** four (4) years of experience in the installation, repair, and maintenance of computers and related peripheral equipment.

SPECIAL REQUIREMENT: Possession of a valid New York State driver's license at time of appointment. License must remain valid throughout appointment.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS: In accordance with Safe Schools Against Violence in Education (SAVE) legislation, Chapter 180 of the Laws of 2000, and by the Regulations of the Commissioner of Education, candidates for appointment in school districts must obtain clearance for employment from the State Education Department prior to employment based upon a fingerprint and criminal history background check.

NOTES:
1.   Degree(s) must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If the degree was awarded by an educational institution outside the United States and its territories, the candidate must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at http://www.cs.ny.gov/jobseeker/degrees.cfm. Candidates will be required to pay the evaluation fee.
2.   Satisfactory completion of a one (1) year certificate program in computer science or electronics may be substituted for one (1) year of experience.
3.   Satisfactory completion of sixty (60) credit hours towards a Bachelor's Degree in computer science, micro-computer technology, electronics, electrical technology, or a closely related field may be substituted for two (2) years of experience.
4.   Current/active certification as either a Certified Network Engineer or a Microsoft Certified Engineer may be substituted for six (6) months of experience.
5.   Verifiable part-time experience will be pro-rated toward meeting full-time experience requirements.

Adopted: 8/31/2023