

Jurisdictional Class: Competitive
EEO Category: Technicians
Revised: 07/10/2018

COMPUTER SERVICE TECHNICIAN

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for the repair, maintenance, installation and removal of computer equipment, as well as, minor repair to other office equipment. The incumbent assists with computer operations, such as running backup programs at night, and may also give assistance to users, as necessary. Work is performed under direct supervision of the Data Processing Supervisor, Director of the Mohawk Regional Information Center or other designated supervisor. Supervision is not a responsibility of this class. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Repairs, maintains, installs and removes all computer equipment, including printers and related peripheral equipment, as well as, to other office equipment, such as electronic typewriters, copiers, etc.;

Performs preventive maintenance and cleaning on all computer and office equipment, and oversees all repair work done by outside vendors;

Assists users in the use of program applications on computers;

Assists in computer operations, such as running backup programs at night;

Maintains inventory of all equipment;

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 and removal of computer equipment, as well as, minor repair to other office equipment, such as electronic typewriters; good knowledge of the tools, terminology and safety precautions involved in the repair and maintenance of computer equipment and other office equipment, such as electronic typewriters; good knowledge of basic electronics, including wiring diagrams, schematics, and the use of electronic test equipment; ability to install, repair and maintain computer equipment and minor office electrical equipment; good hand and eye coordination; mechanical aptitude.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited or New York State registered college or technical institute with an Associate Degree in 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**
- (B) 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.

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NOTE: Verifiable part-time experience will be pro-rated toward meeting full-time experience requirements.

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

Adopted: 11/21/1997
Revised: 11/09/2010