

DISTINGUISHING FEATURES OF THE CLASS: This is specialized technical work involving responsibility for the maintenance and repair of computers, related peripheral and audio-visual equipment throughout a school district. All work is performed under the general supervision of the Director of Technology with leeway allowed for the exercise of independent judgment in carrying out the details of the work.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Cleaning and preventative maintenance and repairs on computer systems including but not limited to IBM, PC clones, Apple, MAC, etc;

Tests faulty equipment using diagnostic equipment to determine cause of malfunction;

Cleans, maintains and repairs related peripheral equipment including but not limited to: printers, disk drives, CD ROM drives, keyboards, servers, modems, projection devices, televisions;

Instructs users on corrective action to remedy computer malfunctions;

Installs computer software;

Installs/sets up computers and related hardware and peripherals;

Diagnoses and corrects hardware and software problems;

Assists in the tracking of inventory and repairs;

Attends training as needed to upgrade skills;

Determines parts required for maintenance and repair of equipment and may assist in locating resources necessary to maintain computer equipment and software throughout the district.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARAC-

TERISTICS: Thorough knowledge of computer hardware and software; through knowledge of the operation of computer systems; good knowledge of diagnostic equipment; working knowledge of computer networking systems; ability to troubleshoot and identify specific hardware problems; ability to repair related peripheral devices such as printers, disk drives, CD R&W; Keyboards, network servers, modems, ability to install computer software; diagnose software related problems and differentiate between a hardware and a software problem; ability to communicate technical advice to users; and good inter-personal skills.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited or New York State approved college or university with an Associate's degree in Computer Technology or closely related field and three (3) years experience in the operation and maintenance of personal computers in a network environment demonstrating ability to install basic hardware and performance of basic repair and maintenance functions utilizing diagnostic equipment;
- (B) Graduation from high school or possession of a high school equivalency diploma and five (5) years of experience as outlined in (A) above; or
- (C) Equivalent combination of training and experience as defined by the limits of (A) and (B) above.

NOTE: Your degree or credits 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 your degree or credits were awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at: <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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Jurisdictional Class: comp.

Public Hearing: N/A

NYS Civil Service Commission Approval: N/A

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