

COMPUTER MAINTENANCE TECHNICIAN

LOCATION:	Information Technology Department, Owego-Apalachin Central School District
CLASSIFICATION:	Competitive
SALARY:	Tioga Co. - CSEA, Grade X
ADOPTED:	Created 8/91 per Reso 324-97; Revised 9/99, 10/01, 3/02, 03/11, 01/20 Tioga Co. Personnel & Civil Service

DISTINGUISHING FEATURES OF THE CLASS: This work involves responsibility for performing highly skilled technical work in the maintenance and repair of a networked computer system. Under general supervision, an employee of this class is responsible for identification of hardware needs, preparation of specifications, installation, maintenance and problem resolution for personal computers, networks and communications equipment and software. The position also requires frequent contact with computer users in identification of needs and resolution of hardware or software problems. Candidates will be expected to attend any courses, training and seminars as requested by supervisor. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Installs, maintains and repairs computers, terminals, printers, modems, scanners, hubs, routers and any other related hardware or software;
- Wiring of network devices;
- Informs supervisor as to status of all operating problems;
- Routes the cabling necessary to establish networks;
- Uses a variety of electronic testing devices (e.g., data line monitor, continuity testers) for problem diagnosis;
- Maintains inventory of computer hardware;
- Enters maintenance and repairs performed into a database;
- Meets with County users to arrange installation, maintenance or repair of computer hardware.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of the principles of electronic technology and telecommunications equipment with the ability to install, configure and troubleshoot hardware and software; good knowledge of the concepts, uses and abilities of a computer system; good knowledge of the capabilities of information technology equipment, principles and techniques including networks, protocols, line conditioning, and modem devices; good knowledge of both mainframe and personal computer hardware characteristics, compatibility's and costs; ability to: judge facts and circumstances, choosing correctly between several alternatives; express oneself clearly and concisely, both orally and in writing; follow complex oral and written instructions; ability to establish effective working relationships with others; skilled in the use of tools and equipment used in the installation and repair of computer hardware; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a general equivalency diploma and **EITHER:**

- a. Completion of 30 semester credit hours in computer science, information technology, engineering, or closely related field, and two (2) years of full-time experience, or its part-time equivalent, as defined above; OR
- b. Three (3) years of full-time experience, or its part-time equivalent, in the installation, operation, maintenance, and problem-diagnosis of network equipment; OR
- c. An equivalent combination of training and experience as indicated in (a) and (b) above

2. Computer Maintenance Technician

SUBSTITUTION: Certification from a network training program that is vendor-approved (i.e. Cisco Systems, IKON, XYLAN Corp., Nortel, Bay Networks) may be substituted for one year of the above stated experience.

EQUIPMENT IN OPERATIONS AS OF 2011:

- Personal computers (various vendors and models)
- Laser, ink jet and matrix printers
- Scanners
- Network servers, hubs, routers and switches.
- Communications lines (Analog, Digital, and Fiber)
- Cabling - fiber, twinax and category 6
- Monitors and terminals
- Networked copiers