

## WORKSTATION ENGINEER I

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position, located in the Department of Information Technology, Westchester Community College, and the Westchester Medical Center, is responsible for the installation, maintenance and relocation of workstations and associated peripheral equipment. This process also includes the installation of all workstation operating systems and application software. Incumbents may be assigned to any departmental work shift and may assist in providing support services to various departments utilizing automated systems. While guidance and leadership may be provided, supervision is not a responsibility of this position. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Installs and relocates hardware and software for workstations and workstation users in accordance with established procedures and instructions;

Performs periodic preventative maintenance in accordance with manufacturers' recommendations and departmental policies;

Prepares workstation and associated equipment for installation;

Modifies, updates or replaces internal equipment parts as required;

Lifts workstation equipment that may weigh as much as 50 lbs. to place in, arrange around, or remove from the workplace for set-up, installation, repair, de-installation, or maintenance;

Responds to maintenance service requests;

Responds to user calls regarding computer system related problems and provides advice on the appropriate action to be taken to resolve the problem;

Performs first-line diagnoses of failures to determine whether they are induced by software or hardware;

Resolves software failures, or notifies appropriate Information Technology staff and provides computer diagnostics;

Works with and may guide contract and vendor supplied personnel engaged in the installation, maintenance and repair of workstation equipment;

Maintains operating records and prepares routine operating reports;

Informs supervisor on the status of all operating problems;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

Works with workstation users to understand their workstation and associated equipment and software, throughout the County;

Assists in managing inventory of workstation and associated equipment.

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, email and database software in performing work assignments;

May perform other incidental tasks, as required.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Knowledge of the components, operation, maintenance and repair of workstation equipment; knowledge of the last two versions of MS-Windows; knowledge of Microsoft Office software; knowledge of data communication networks and basic electronics terminology; familiarity with basic workstation communications software; skill and dexterity in the use of tools; ability to communicate with outside vendors on equipment and related problems; ability to think logically; ability to comprehend moderately complex technical materials and understand basic wiring diagrams; ability to see all colors of wire for connection purposes; ability to move equipment and supplies; ability to understand and carry out written and oral directions; ability to communicate clearly, both orally and in writing; ability to effectively use computer applications such as spreadsheets, word processing, calendar, email and database software; ability to speak, read, write, understand and communicate in English sufficiently to perform the essential functions of the position; good judgment; initiative; resourcefulness; reliability; accuracy; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A high school or equivalency diploma and 6 months of experience where the primary function of the position was the installation, operation, maintenance and diagnosis of workstation problems and associated equipment.

SPECIAL REQUIREMENTS:

1) At time of permanent appointment, must possess a valid Computing Technology Industry Association A+ Certificate or certification as a Microsoft Certified Systems Engineer.

2) Possession of a valid license to operate a motor vehicle in the State of New York at time of appointment.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.