

DATA COMMUNICATIONS/MICROCOMPUTER TECHNICIAN

GENERAL STATEMENT OF DUTIES: Performs maintenance, testing and diagnosis of data communications equipment and microcomputers in the component school districts; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: Under the supervision of a Senior Data Communications/Microcomputer Technician, this position has responsibility for both maintenance and repair of data communications equipment as well as the maintenance of microcomputers in the component school district locations. Supervision is not a responsibility of this position.

EXAMPLES OF WORK: (Illustrative Only)

Provides user districts on-site support in interpreting, diagnosing and repairing complex data communication hardware, i.e. modems, data lines controllers;

Configures, installs and repairs microcomputer equipment. Diagnoses, isolates and exchanges faulty components or system units, printers, monitors, keyboards and other peripherals;

Assists in the interface with telephone company personnel in troubleshooting data line problems;

Prepares and installs new data communication equipment;

Distinguishes between hardware and software problems;

Performs limited software configuration for specific computer systems;

Performs very limited customer training on use of the equipment;

Completes job tickets including price information and list of materials used and services provided;

Ascertains from customers whether or not problem has been corrected by the service call;

Follows proper use, operation, maintenance and safety requirements of company assigned vehicles.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the components, operations, maintenance and repair of data communications equipment and microcomputer equipment used by Lower Hudson Regional Information Center; good knowledge of data communications or basic electronics terminology; good knowledge of communications software as used by the Lower Hudson Regional Information Center; ability to carry out written and oral directions; ability to work and deal effectively with user department staff on all levels; 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; good judgement; initiative; resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of a high school equivalency diploma and either: (a) two years of technical experience in a data communications environment which must have included the maintenance and repair of microcomputer equipment; or (b) completion of a one year certificate program in computer science or electronics and one year of technical experience as specified in (a); or (c) sixty (60) college credits towards a degree in Computer Science or a related field and one (1) year of the specialized experience or (d) a satisfactory equivalent combination of the foregoing training and experience.

NOTE: At time of appointment, possession of a valid license to operate a motor vehicle in the State of New York.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS:

In accordance with the 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.

BOCES #2 Lower Hudson
Regional Information Center
J. C.: Competitive
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Job Class Code: S839