MICROCOMPUTER TECHNICIAN
(BOCES #2)

DISTINGUISHING FEATURES OF THE CLASS: Under the supervision of a Senior Microcomputer Technician, this position has responsibility for the installation, maintenance and repair of microcomputers (personal computers) and the peripheral equipment in the component school districts. In addition, the incumbent assists in maintaining networks, troubleshooting hardware and software problems and aiding in various data communication network functions. Supervision is not a responsibility of this position. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Installs and configures computer equipment;

Provides on-site user support in interpreting, diagnosing and repairing networked and non-networked computers;

Distinguishes between hardware and software problems;

Diagnoses, isolates and exchanges faulty components on computers, laptops, printers, monitors, portable devices and other peripherals;

Completes job tickets including cost for labor, parts, 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;

Uses computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the related components, operations, maintenance and repair of microcomputers (personal computers) and related equipment used by Lower Hudson Regional Information Center and user school districts; good knowledge of basic electronics terminology; working knowledge of networking computers; ability to install, operate, repair and upgrade drivers for personal computers, projectors, printers, mobile and portable devices, interactive smart boards and televisions; 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 lift and move equipment and supplies; ability to communicate effectively both orally and in writing; ability to read, write, understand and communicate in English sufficiently to perform the essential functions of the position; ability to think logically; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; good judgment; 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 processing environment which must have included the maintenance and repair of computers; or (b) completion of an A+ hardware certificate program and one year of technical experience as stated in (a); or (c) satisfactory completion of sixty college credits* towards a degree in Computer Science, Information Technology or related field and one year experience as stated in (a).

SPECIAL REQUIREMENT: Possession of a valid license to operate a motor vehicle in New York State at time of appointment.

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.