

MICROCOMPUTER TECHNICIAN

GENERAL STATEMENT OF DUTIES: Provides microcomputer (personal computer) software/hardware technical assistance to school district personnel; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision of higher level personnel, an incumbent of this position has responsibility for installing hardware and software; maintaining the network; trouble-shooting and/or isolating hardware and software problems and aiding in various data communication network functions. Employees of this class may assist in training school district administration personnel in the operation and maintenance of microcomputers, as well as software applications selection. Supervision is not a responsibility of this position.

EXAMPLES OF WORK: (Illustrative Only)

Provides technical assistance to District users when they encounter hardware and/or software problems;

Assists in downloading data via commercial software packages for use with approved computer systems and networks;

Installs and configures computer equipment;

Assembles and tests new microcomputer hardware and software;

Analyzes and takes corrective action regarding microcomputers and data communications hardware and software problems;

Monitors and maintains the integrity of various installed networks in user school district;

Attends workshops and seminars to maintain up-to-date knowledge of new trends and techniques for microcomputer hardware and software;

Assists users with microcomputer hardware and software selection;

May train users in operation and maintenance of microcomputer hardware and software;

May assist in evaluating commercial software applications by reading documentation and using software applications to determine appropriateness for user.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of microcomputer systems; good knowledge of logical operation of computers and data communication devices; working knowledge of networking microcomputers; working knowledge of data processing methodology and techniques in creating documentation and data security; ability to define and recommend microcomputer hardware and software to users; ability to train users in microcomputer application; ability to detect and resolve microcomputer breakdowns and problems; ability to communicate effectively both orally and in writing with non-data processing personnel; ability to think logically; good judgment; initiative; resourcefulness; patience; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of a high school equivalency diploma and either: (a) two (2) years of technical experience which must have included the maintenance and repair of microcomputers (personal computers); or (b) completion of a one (1) year certificate program in computer science or electronics and one (1) year of technical experience as stated in (a); or (c) sixty (60) college credits towards a degree in computer science or a related field and one (1) year experience as stated in (a); or (d) a satisfactory equivalent combination of the foregoing training and experience.

SPECIAL NOTE: Current/active certification as either a Certified Network Engineer. i.e., CNE from Novell or Microsoft Certified Engineer (MCE) from Microsoft may be substituted for six months of the required experience.

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.