<u>SENIOR MICROCOMPUTER TECHNICIAN</u>
(BOCES #2)

<u>GENERAL STATEMENT OF DUTIES</u>: Installs, maintains and repairs microcomputers (personal computers) and peripheral equipment in user school districts; does related work as required.

<u>DISTINGUISHING FEATURES OF THE CLASS</u>: Under the direct supervision of the Technical Services Coordinator, this position has responsibility for the installation, maintenance and repair of microcomputers 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 functions. An incumbent functions as the lead position, providing lower level technicians with technical advice and support.

<u>EXAMPLES OF WORK</u>: (Illustrative Only)

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

Advises lower level technicians on configuration and installation procedures for new equipment;

Supervises and participates in the configuration, installation and/or location of microcomputers and related equipment;

Distinguishes between hardware and software problems;

Diagnoses, isolates and exchanges faulty components on system units, printers, monitors, keyboards and other peripherals;

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

Prepares and installs various disk drives;

Performs very limited customer training on the use of the equipment;

Completes job tickets including price information and lists 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;

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 the components, operations, maintenance and repair of microcomputer (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 microcomputers; ability to plan and direct the technical work of lower level technicians; 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; ability to use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; 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) three (3) years of technical experience in a data processing environment which must have included the maintenance and repair of computers; or (b) completion of a one (1) year certificate program in computer science or electronics and two (2) years of technical experience as stated in (a); or (c) sixty (60) college credits towards a degree in computer science or a related field and two (2) years experience as stated in (a); 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 NOTE: Current/active certification as either a Certified Network Engineer, i.e., CNE from Novell or a Microsoft Certified Engineer (MCE) from Microsoft may substitute for six (6) 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.

BOCES #2 Lower Hudson
Regional Information
Center
J. C.: Competitive   Job Class Code: S836
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