

SUPERVISING COMPUTER SERVICE TECHNICIAN

General Statement Duties and Responsibilities

Under general supervision, with very considerable latitude for independent initiative and judgment, supervises a computer repair center staffed with Computer Service Technicians and other support staff and containing equipment, materials, technical data, etc., necessary to maintain, troubleshoot, repair and replace computer and peripheral components and associated software in field locations and in the computer repair center and/or serves as technical resource person in the diagnosis and correction of computer and peripheral hardware and associated software problems in order to maintain efficient function of operations and to minimize downtime in the case of system failure. All Supervising Computer Service Technicians perform related work.

Examples of Typical Tasks

Supervises Computer Service Technicians responsible for maintaining, troubleshooting, replacing and repairing computer parts and components in field locations and in a computer repair center; plans and assigns work; tests and examines completed work to ensure satisfactory work output.

Provides technical supervision and serves as technical resource person in the diagnosis and correction of computer and peripheral hardware problems, including failure analysis in a complex computer environment which may include mainframes and a large communications network or local area network.

SUPERVISING COMPUTER SERVICE TECHNICIAN (continued)

Examples of Typical Tasks (continued)

Performs administrative work relative to the operation of the computer repair center in such activities as computer maintenance and service records, inventory control, purchasing and ordering supplies, budget preparation and control, etc.

Trains and instructs computer service technicians to upgrade skills, improve work performance and methods, and update technical knowledge.

In the temporary absence of the supervisor, may perform the duties of that position.

Drives a motor vehicle in the normal course of daily assignments.

Qualification Requirements

1. A four-year high school diploma or its educational equivalent approved by a State's Department of Education or recognized accrediting organization and four years of satisfactory, full-time experience in computer maintenance and repair, one year of which must have been in the supervision of staff performing computer maintenance and repair; or
2. Education and/or experience equivalent to "1" above. Graduation from a certified technical training program in computer maintenance and repair may be substituted for one year of the general experience. Experience of the type described in "1" above may be substituted for high school on the basis of one year of experience for each year of high school. However, all candidates must have the one year of supervisory experience as described in "1" above.

C - XI
COMPUTER SERVICE
OCCUPATIONAL GROUP [317]

CODE NO. 13616

SUPERVISING COMPUTER SERVICE TECHNICIAN (continued)

Direct Lines of Promotion

From: Computer Service Technician (13615)

To: None