

## **COMPUTER SERVICE TECHNICIAN**

### **General Statement of Duties and Responsibilities**

This class of positions encompasses the performance of maintenance, installation, configuration, troubleshooting, and repair of computer desktops, workstations, terminal consoles, minicomputer and microcomputer systems, server class systems (central processing units, monitors, disk drives, etc.), remote video display terminals, line printers, mobile technology and related equipment, computer peripheral equipment and/or networking and communication technology equipment, as well as supervising personnel performing routine repair/maintenance functions in order to maintain efficient functioning of computer operations and minimize down-time in the case of system failure. There are two Assignment Levels within this class of positions. All personnel perform related work.

### **Assignment Level I**

Under supervision, with some latitude for independent initiative and judgment, performs routine service functions in maintaining, troubleshooting, repairing or replacing computer component parts, workstations and operating systems in field locations; may assist in complex troubleshooting and repair activities.

Determines causes of computer and network connectivity malfunctions by observation and by use of diagnostic tools. Replaces faulty, upgrades existing and installs new computer equipment and/or component parts, such as, adaptor cards, system boards and other circuit boards; repairs mechanical and electro-mechanical components, such as, circuit boards, switches, disk drives, etc.

Transports and installs computer equipment; attaches equipment to electrical, network and/or telephone outlets.

Uses state-of-the-art test instruments and equipment.

**COMPUTER SERVICE TECHNICIAN** (continued)

**Assignment Level I** (continued)

Prepares service repair forms at field locations recording work done and parts replaced or repaired.

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.

**Assignment Level II**

Under supervision, with latitude for independent initiative and judgment, performs complex service functions in maintaining, troubleshooting, repairing or replacing computer components.

Troubleshoots, repairs and/or replaces solid state devices, including equivalent substitutions of semiconductor components; DC power switching supplies; video monitors and associated circuitry; servo motors and feedback loops; electromechanical devices; circuit boards, including IC circuits of all types; disk drives; serial, parallel, local, network and/or multifunction printers and central processing units.

Performs preventive maintenance on computer systems, including remote mainframe terminal equipment and line printers, in central shop or remote locations; transports and installs computer systems and local area network components.

Uses all types of state-of-the-art test instruments normally associate with the equipment or components listed above including emulation equipment, oscilloscopes, and metering equipment.

Differentiates between hardware and software problems and makes recommendations for appropriate software corrections.

Requisitions spare parts; maintains inventory and repair records.

**COMPUTER SERVICE TECHNICIAN** (continued)

**Assignment Level II** (continued)

Trains and may supervise Assignment Level I technicians performing routine service functions.

May performs Assignment Level I duties and responsibilities when necessary.

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 and one year of satisfactory, full-time experience in computer maintenance and repair; or
2. A four-year high school diploma or its educational equivalent and graduation from a certified technical training program in computer maintenance and repair; or
3. Education and/or experience equivalent to "1" or "2" above. 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 either one year of the type of experience described in "1" above, or graduation from a certified technical training program as described in "2" above.

**License Requirement**

A Motor Vehicle Driver License valid in the State of New York. Employees must maintain the license for the duration of their employment.

**Direct Lines of Promotion**

**From:** None.

**To:** Supervising Computer Service  
Technician (13616)