

## **FIELD SERVICE TECHNICIAN TRAINEE**

**DISTINGUISHING FEATURES OF THE CLASS:** This is a one year trainee ship designed to instruct incumbents in the performance of maintenance, minor repair, and installation activities on computer and/ or audio-visual equipment. The training consists of attending applicable conferences, training seminars and on the job training. The majority of the training consists of on the job training. Direct supervision is constantly available; however, successful candidates will be expected to perform under continually decreasing amounts of supervision. Supervision is not a responsibility of this position. Permanent candidates who successfully complete the training period will be automatically appointed to Field Service Technician. Does related work as required.

**TYPICAL WORK ACTIVITIES:** The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following as well as other related activities not described.

Trains in the performance of maintenance and minor repair to all computer and/ or audio visual equipment in a manner that is the least disruptive to production and service;

Trains in installing and setting up computer and/ or audio visual equipment (i.e.: hardware and software);

Trains in and assists with the preparation, configuration and deployment of personal computers, laptops, tablets, cellular phones and voice-over-ip phones;

Trains in and assists in troubleshooting and resolving problems with personal computers, laptops and tablets;

Trains in and assists with the installation and troubleshooting of voice and data cabling;

Assists in setting up preventative maintenance procedures;

Assists in maintaining a log of all computer hardware/ software problems, service requests and resolutions;

May assist in maintaining an inventory of all computer and/ or audio visual hardware and software;

May assist in maintaining a hardware and communications parts inventory for immediate and emergency repairs;

May assist in ordering replacement parts;

May assist in maintaining control of unit/ terminal assignment sheets;

May provide management with a service summary on a monthly basis.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Good knowledge of data processing terminology; good knowledge of

methods and procedures utilized in receiving and storing computer and/ or audio visual equipment and supplies; working knowledge of purchase/ requisition procedures; ability to access and resolve computer and/or audio visual machinery problems; ability to communicate with maintenance vendors and consultants; ability to understand and interpret technical manuals; ability to understand and follow moderately complex oral and written instructions; ability to prepare simple reports; manual dexterity; tact; courtesy.

**MINIMUM QUALIFICATIONS:** Either:

- A. High school graduation or possession of a high school equivalency diploma and one (1) year of full-time paid experience which involved the performance of manual/ mechanical work with electrical equipment; **OR**
- B. Two (2) years of full-time paid experience which involved the performance of manual/ mechanical work with electrical equipment.

ULSTER COUNTY  
3130 FL SR TC TR  
Classification: Non-Competitive  
Grade: 12  
Union: CSEA

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