

FIELD SERVICE TECHNICIAN

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class is primarily responsible for performing maintenance, minor repair, and installation activities on all computer and/ or audio visual equipment. Direct supervision is provided to the employee by a higher level employee. Supervision over the work of others is not a responsibility of an employee in this class. 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.

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

Installs and sets up computer and/ or audio visual equipment (i.e.: hardware and software);

Prepares, configures and deploys personal computers, laptops, tablets, cellular phones and voice-over-ip phones;

Troubleshoots and resolves problems with personal computers, laptops and tablets;

Installs and troubleshoots voice and data cabling;

Sets up preventative maintenance procedures;

Maintains a log of all computer hardware/ software problems, service requests and resolutions;

May maintain an inventory of all computer and/ or audio visual hardware and software;

May maintain a hardware and communications parts inventory for immediate and emergency repairs;

May order replacement parts;

May maintain 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: Thorough knowledge of methods and procedures utilized in receiving and storing computer and/ or audio visual equipment and supplies; good knowledge of data processing terminology; working knowledge of purchase/ requisition procedures; skill in accessing and resolving 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 two (2) years of full-time paid experience which involved the performance of manual/ mechanical work with electrical equipment; **OR**
- B. Three (3) years of full-time paid experience which involved the performance of manual/ mechanical work with electrical equipment.

ULSTER COUNTY
3120 FLD SV TEC
Classification: Non-Competitive
Grade: 13
Union: CSEA

Adopted: February 2, 1990
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