

SCHOOL DISTRICT COMPUTER TECHNICIAN

DISTINGUISHING FEATURES OF THE CLASS: The work involves the responsibility of installing, maintaining and repairing personal computers in a school district. This includes the responsibility of installing, maintaining and repairing computer hardware, software and network equipment and programs. An incumbent is also responsible for performing maintenance, minor repair, and installation activities on other equipment including audio-visual equipment. The work is performed under the direct supervision of higher level personnel responsible for technology services. 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 personal computers and/ or audiovisual equipment in a manner that is the least disruptive to production and service;

Installs and tests computers and/ or audio visual equipment (i.e.: hardware and software);

Disconnects, moves and reconnects, and tests computers assigned to new locations;

Assists higher level technology personnel and/or technology instructors in setting up computers for in service courses and special demonstrations;

Diagnoses problems and performs minor repairs on computers accordingly including adjusting memory allocations, upgrading operating systems and mechanical adjustments;

Arranges for delivery of computers to the District Media Center for major repairs or replacements;

Installs and tests new software, operating systems and hardware including cards and boards on computers;

Maintains the Network including backing up and testing Windows NT and instructional networks when computers have been moved;

Duplicates licensed software disks under the guidelines of copyright policy and distributes the disks and documentation under the guidance of higher level technology personnel;

Cleans computers on a scheduled basis;

Maintains a log of all serial numbers and locations of computer hardware/ software;

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

May assist the Audio Visual technician with repair.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of methods and procedures utilized in receiving and storing computer and/or audio visual equipment and supplies; good knowledge of Information Technology and Data Communications terminology as it relates to personal computer and local area networks; good knowledge of MS-DOS based computer, Window 2000/NT and related networks; skill in assessing and resolving computer and/or audio visual machinery problems; 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; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- A. Graduation from a New York State registered or regionally accredited college or university with an Associate's Degree in the field of computer science or related computer technology field; **OR**
- B. Graduation from high school or possession of a high school equivalency diploma and completion of 15 (fifteen) credit hours in the field of computer science or related computer technology field from a New York State registered or regionally accredited college or technical school; **OR**
- C. Graduation from high school or possession of a high school equivalency diploma and two (2) years of full-time experience involving maintaining and repairing personal computer and audio visual equipment; **OR**
- D. An equivalent combination of training and experience as indicated in A., B. and C.

ULSTER COUNTY
5742 SD COM TEC
Classification: Competitive
OA

Adopted: July 26, 2002
Revised: June 6, 2013