

## **SENIOR FIELD SERVICE TECHNICIAN**

**DISTINGUISHING FEATURES OF THE CLASS:** An employee in this class is primarily responsible for supervising and participating in the maintenance and installation activities on all computer and/ or audio-visual equipment. Supervision is provided to the employee by a higher level employee. Supervision over the work of others is 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.

Supervises and participates in the maintenance of all computer and/ or audio-visual equipment in a manner that is the least disruptive to production and service;

Supervises and participates in the installation and setting up of computer and/ or audio-visual equipment (i.e.: hardware and software);

Supervises and participates in the preparation, configuration and deployment of personal computers, laptops, tablets, cellular phones and voice-over-ip phones;

Supervises and participates in troubleshooting and resolving problems with personal computers, laptops and tablets;

Supervises and participates in the installation and troubleshooting of voice and data cabling;

Meets with local school administrators and officials to ascertain the individual needs of the district in the areas of computer and/ or audio-visual repair and makes suggestions to solve existing problems;

Meets periodically with school administrators to report on and review the effectiveness of the computer and/ or audio-visual repair program;

Develops preventative maintenance procedures;

Maintains an inventory of all computer and/ or audio-visual hardware and software;

Maintains a hardware and communications parts inventory for immediate and emergency repairs;

Orders replacement parts;

Maintains control of unit/ terminal assignment sheets;

Provides management with a service summary on a monthly basis;

May assist in the preparation of budget.

**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 and/ or audio-visual terminology; good knowledge of purchase/ requisition procedures; working knowledge in accessing and resolving computer and/ or audio-visual machinery problems; ability to supervise; 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 three (3) years of full-time paid experience which involved the performance of manual/ mechanical work with electrical equipment; **OR**
- B. Four (4) years of full-time paid experience that involved the performance of manual/ mechanical work with electrical equipment.

ULSTER COUNTY  
6195 SR FLD SRV  
Classification: Competitive  
OA

Adopted: June 27, 1994  
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