

SENIOR TECHNOLOGY SPECIALIST (FIELD REPAIR)

DISTINGUISHING FEATURES OF THE CLASS: This is a supervisory position in which the incumbent is responsible for performing technical and routine maintenance, minor repairs and installation activities to all computer, radio and other technology-related equipment in all Ulster County government agencies. The incumbent is responsible for supervising and coordinating the daily work assignments of technicians and for coordinating the installation of new equipment and/or equipment relocations throughout Ulster County departments. The work is performed under the general supervision of the Ulster County Information Services Assistant Director / Operations or other higher-level designee with leeway allowed for the exercise of independent judgment and initiative with work projects. Supervision is exercised over the work of Field Service Technician Trainees and Field Service Technicians. 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 performs technical and routine maintenance, minor repairs and installation activities related to field repair of technology equipment;

Coordinates the daily work assignments of both the Field Service Technician Trainees and Field Service Technicians;

Coordinates the set-up schedules for installation of new equipment and/or equipment relocations, to include all cable installations, when required;

Assists in less complex telephone system and fax installations and repair calls, to include problem isolation and line testing, when required;

Maintains parts inventory for field replacement equipment and orders replacement parts for in warranty and non-warranty technology equipment;

Assists in soliciting outside vendors for large cable installation projects, including developing bid specifications, setting up site reviews for potential bidders, discussing the specs needed for the project and reviewing the bid specifications with supervisors;

Runs cable to designated areas for all new and/or relocated County computers and related equipment;

Supervises the installation of all new technology equipment by outside vendors to ensure that all equipment is installed per county requirements;

Makes recommendations on the most cost effective and operationally efficient manner to handle the installation and relocation of computer-related equipment;

Assists in reviewing various County departmental computer-related equipment requests and makes recommendations defining the need for and the type of equipment that would best meet the request;

Makes recommendations for equipment upgrades and/or equipment replacement;

Maintains records on the disposition of obsolete equipment and stores said equipment for eventual scrap or recycling.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of the components, operation, maintenance and repair of computer, telecommunications, radio and other technology-related equipment; good knowledge of data communication networks and electronics terminology; good knowledge of the methods and procedures utilized in receiving and storing computer and technology-related equipment and supplies; working knowledge of Windows operating systems and Windows-based software; working knowledge of skills and tools used in accessing and resolving computer and other technology-related equipment problems; ability to supervise the work of others; ability to communicate effectively both orally and in writing; ability to understand complex technical written material and diagrams; ability to understand and carry out written and oral directions; ability to see all colors of wire for connection purposes; good hand and eye coordination; good judgment; manual dexterity; resourcefulness; accuracy; initiative; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either

A. Graduation from a regionally accredited or New York State registered college or university with an Associates degree in Electrical Engineering Technology, Electronics Technology, Information Technology, Telecommunications Technology or a closely related field and three (3) years of full-time paid, or its' part-time equivalent, work experience in the installation, maintenance and repair of computer and telecommunications equipment; **OR**

B. Graduation from high school or possession of a high school equivalency diploma and five (5) years of full-time paid, or its' part-time equivalent, work experience in the installation, maintenance and repair of computer and telecommunications equipment; **OR**

C. An equivalent combination of training and experience within the limits defined by A and B above.

Note: Successful completion of trade or vocational school course in Electronics, Telecommunications, Computer Technology, Information Technology or a related field may be substituted for the above work experience on a year-for-year basis to a maximum of two (2) years.

ULSTER COUNTY
6625 SR TECH SP
Classification: Competitive
Grade: 17

Adopted: February 5, 2003
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