

GENESEE COUNTY

COMPUTER REPAIR TECHNICIAN

DISTINGUISHING FEATURES OF THE CLASS: This is a technical position involving responsibility for installing, maintaining, and testing of computer equipment and computer peripheral equipment. The work involves the operation of various monitoring and diagnostic equipment used in identifying trouble spots in computers and/or peripheral equipment. The work is performed under general direction.

TYPICAL WORK ACTIVITIES:

Investigates reported hardware problems with personal computers, internal components, and peripheral equipment;
Identify the extent of the malfunction to the board, chip, or component level using diagnostic procedures, software, and equipment;
Replace the defective part(s) from a backup pool of equipment parts;
Tests the repaired unit to insure the device is working properly;
Send defective component to vendor for replacement or repair and test the returned part before accepting it into the backup pool of equipment parts;
Install and test computers, components, and peripheral equipment;
Maintains computers and peripheral equipment including vacuuming, cleaning, and quality check procedures according to a pre-established schedule;
Perform network related tasks including basic configuration of network devices, network monitoring, and repairs to network devices;
Interface cables between computers and associated peripherals;
Provide a HELP desk function for users to report hardware problems;
Maintain activity log of equipment repairs;
Maintain an inventory of computers, components, and peripherals to be used as backup for failed equipment;
May monitor ongoing operations of the computer room on an as needed basis.

The above examples of duties are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND/OR PERSONAL

CHARACTERISTICS: Thorough knowledge of the installation of PC software; good knowledge in the principles, practices and operations of concepts associated with micro-computer installation, component replacement, monitoring and diagnostics; ability to operate a computer; ability to understand and follow complex oral and written instructions; initiative and resourcefulness.

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Page 2

MINIMUM QUALIFICATIONS: Graduation from High School or possession of an equivalency diploma recognized by the NYS Department of Education and **EITHER:**

- A. Graduation from a regionally accredited or NYS registered College or University with an Associate Degree in Computer Repair Technology or closely related field;
- OR:**
- B. Two (2) years of experience in the maintenance and installation of computers and peripheral equipment which shall have included diagnostic repair and testing of same.

Non-Competitive Class

Adopted 6/14/89

Revised 6/10/93, 5/11/95, 10/1/95, 3/30/00, 5/16/02, 2/12/21

All qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status.