

MICROCOMPUTER TECHNICIAN

DISTINGUISHING FEATURES OF THE CLASS:

The work involves responsibility for performing regularly scheduled routine preventative maintenance and malfunction-generated repairs on, and installation of, computer equipment such as computer terminals, printers, personal computers, appropriate cable, micrographic equipment and other related peripherals and/or hardware. Equipment is maintained in working condition by performing preventative maintenance and investigations of problems as they develop. Supervision is received from a higher-level administrative employee. Supervision is not a normal function of this position.

TYPICAL WORK ACTIVITIES:

The following is indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all-inclusive and does not preclude a supervisor from assigning activities not listed that could reasonably be expected to be performed by an employee in this title.

1. Uses diagnostics and system tests to determine causes for malfunction in microcomputer systems and peripherals;
2. Disassembles, repairs and assembles microcomputer systems and printers;
3. Performs regularly scheduled preventative maintenance on internal and off-site computer equipment including but not limited to teleprocessors, terminals, communication devices, micrographic readers/printers, microcomputers, and related hardware;
4. On a routine basis checks equipment for wear and general condition and cleans equipment;
5. Keeps abreast of changes in technology and in the microcomputer field, and maintains a library of service manuals;
6. Organizes and maintains an inventory of hardware;
7. Examines, tests, and installs new equipment to ensure its proper functioning;
8. May assist with covering telephone assistance program, helping with software problems when able, or referring to appropriate personnel.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the principles and practices of diagnosis, maintenance and repair of microcomputers and related components such as terminals and printers; proficient skill in the use of electrical and electro-mechanical tools and testing equipment including digital multi-meter, oscilloscope, logic analyzer and probe; good knowledge of assembly language as it relates to microcomputer repairs; good knowledge of electronic, digital and micro-processor theory and applications, and trouble-shooting techniques; ability to comprehend service manuals and utilize schematics, sequence charts and technical illustrations for electrical, mechanical, digital and microprocessor circuits; ability to communicate clearly and effectively both verbally and in writing; ability to deal with people in a positive, helpful and instructional manner; personal characteristics necessary to perform the duties of the position; physical condition commensurate with the demands of the position.

MICROCOMPUTER TECHNICIAN (Cont'd)

MINIMUM QUALIFICATIONS:

- EITHER: (A) Associate's degree in electrical technology, information technology, or a closely related field;
- OR: (B) Graduation from high school or possession of a high school equivalency diploma and two (2) years of work experience in the repair and maintenance of microcomputer systems;
- OR: (C) An equivalent combination of education, training, and experience within the limits of (A) and (B) above.

NOTE: Courses in technical computer repair can be substituted for work experience. One course is equivalent to 6 months work experience.

SPECIAL REQUIREMENT:

Possession of a valid Driver License to operate a motor vehicle in New York State at time of application and to maintain the position.

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ADOPTED: 11/13/90

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