

MICROCOMPUTER REPAIR COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS:

This is a highly technical position responsible for overseeing the performance and work-flow of the microcomputer repair staff to insure that projects are handled in an expedient and cost-effective manner. The incumbent must act as a liaison with designated contact staff in participating school districts to ensure the continuing quality of the program and coordinates between the BOCES and school district network staff and the BOCES microcomputer repair program. This class differs from Microcomputer Technician by virtue of the responsibility for performing the higher level electronic and most difficult repairs and responsibility for overseeing the staff. Direct supervision is received from the Coordinator of Data Services & Coop Program. Technical direction is given to the technical repair staff in the department.

TYPICAL WORK ACTIVITIES:

1. Disassembles, repairs and assembles microcomputer systems and printers;
2. Uses diagnostic and system tests to determine causes for malfunction in microcomputer systems, peripherals and networking related issues;
3. Oversees the scheduling and projects of the program;
4. Oversees the weekly or daily meetings to plan out the work schedule;
5. Apprises the administrator of program and project status;
6. Develops relationships with vendors to assist all technicians with procurement of parts;
7. Communicates with school district personnel to ensure the continuing quality of the program;
8. Oversees the logs and the database of repairs and scheduled maintenance;
9. Ensures the integrity of the computer database;
10. Does related work as required.

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; thorough knowledge of electronic, digital and microprocessor theory and applications, and trouble-shooting techniques; working knowledge of networks and interfacing between the network and associated connected hardware; skill in the use of electrical and electro-mechanical tools and testing equipment including digital multi-meter oscilloscope, logic analyzer and probe; ability to assign and review the work of others; 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; physical condition commensurate with the demands of the position.

MICROCOMPUTER REPAIR COORDINATOR (Cont'd)

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of an equivalency diploma and:

- EITHER: (A) A Bachelor's degree from a New York State or regionally accredited four-year college or university in Electrical Engineering Technology, or a related field, *and* two years of work experience repairing microcomputers, printers and peripherals, one year of which must have included experience working with networks;
- OR: (B) A Bachelor's degree from a New York State regionally accredited four-year college or university in Computer Information Systems or a related field, *and* three years of work experience repairing microcomputers, printers and peripherals, one year of which must have included experience working with networks;
- OR: (C) An Associate's degree from a New York State regionally accredited two-year college or university in Electrical Engineering Technology or a related field, *and* four years of work experience repairing microcomputers, printers and peripherals, one year of which must have included experience working with networks;
- OR: (D) An Associate's degree from a New York State regionally accredited two-year college or university in Computer Information Systems or a related field, *and* five years of work experience repairing microcomputers, printers and peripherals, one year of which must have included experience working with networks;
- OR: (E) An equivalent combination of training and experience as outlined in (A), (B), (C), or (D) above.

SPECIAL REQUIREMENT: Possession of a valid New York State driver license at the time of appointment.

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ADOPTED: 04/21/97