

## COMPUTER TECHNICIAN

**DISTINGUISHING FEATURES OF THE CLASS:** This is a technical position involving responsibility for the installation and maintenance of computers and related peripheral equipment. May, as assigned, monitor and operate computers and related peripheral equipment. The position requires frequent contact with computer users to identify problems. The work is performed under general supervision. Supervision of others is not normally a responsibility of this position. Does related work as required.

**TYPICAL WORK ACTIVITIES: (Illustrative Only)** Delivers, installs, and tests computer hardware, software, peripheral equipment, and necessary cabling; Configures system to standards; Responds to requests for assistance from computer users experiencing problems with computers or peripheral equipment; Identifies problems as being either software and/or hardware in nature; Repairs hardware as needed or arranges for repairs by others; May refer software problems to others; Performs routine maintenance and upgrades of hardware; Installs new or upgraded software; May conduct training, either one-on-one or in a training session, on the use of computer hardware and software; Maintains inventory of computer hardware, maintenance, and repair records; Assist in the purchasing process by evaluating hardware and software to fit the requirements of the computer users; May request bids for equipment; May monitor and operate computers in accordance with operating instructions; Maintains a variety of records related to the operation of computers.

**FULL PERFORMANCE, KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Good knowledge of principles and techniques of data processing; Good knowledge of computer hardware capabilities, characteristics, and compatibilities; Working knowledge of common software used in personal computers; Ability to analyze computer problems and identify the source of the problem; Ability to repair and maintain computer hardware and peripheral equipment; Ability to establish effective working relationships with computer users and co-workers; Ability to understand, interpret, and follow complex technical written and oral instructions; Mental alertness; Tact; Courtesy; Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

Graduation from high school or possession of a high school equivalency diploma; and EITHER

- A. Graduation from a college or university with an Associate's Degree in computer science, computer technology, computer repair, or a closely related field OR
- B. Sixty credit hours from a college or university in computer science, computer technology, computer repair, or a closely related field; OR
- C. Graduation from high school or possession of a New York State equivalency diploma, and two years' fulltime paid, or equivalent parttime paid experience in the installation and maintenance of computers and related peripheral equipment; OR
- D. An equivalent combination of training and experience as defined within the limits of A, B and C above.

**NOTE:** Your degree or credit hours must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credit hours were awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

**NOTE:** Unpaid experience may be substituted for paid experience on a limited basis.

**NOTE:** A valid New York State driver's license is required at time of appointment and must be maintained during employment.

**SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS:** In accordance with the Safe Schools Against Violence in Education (SAVE) legislation, Chapter 180 of the Laws of 2000, and by the Regulations of the Commissioner of Education, candidates for appointment in school districts must obtain clearance for employment from the State Education Department prior to employment based upon a fingerprint and criminal history background check.

Adopted 7/29/97

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