COMPUTER SYSTEMS TECHNICIAN

DISTINGUISHING FEATURES OF THE CLASS:

The work involves responsibility for the installation and maintenance of personal and related peripheral equipment. The incumbent is responsible for providing a variety of staff support services pertaining to the operation of computer equipment. The incumbent may monitor and operate personal computers and related peripheral equipment to determine the performance of equipment. The position requires frequent contact with computer users to identify problems and explain equipment use. The work is performed under general supervision. Does related work as required.

TYPICAL WORK ACTIVITIES:

Delivers, installs and tests computer hardware, software, peripheral equipment

and necessary cabling;

Configures network system to operating standards;

Operates, monitor, and controls computer, network server and peripheral

devices;

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;

Investigates reported hardware problems with internal components and

peripheral equipment;

Identifies the extent of a malfunction using diagnostic procedures, software and

equipment;

Replaces defective equipment or return to the vendor for replacement or repair;

Performs routine maintenance and upgrades of hardware;

Installs new or upgraded software;

Maintains inventory of computer hardware, maintenance activities and repair

records;

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the operation, installation, maintenance and repair of

personal computers, and related equipment;

Good knowledge of personal computer hardware capabilities,

characteristics and compatibility's;

Working knowledge of common software used in personal computers ;

Working knowledge of the principals of data communications;

Ability to analyze computer problems and identify the source of the problem;

Ability to install 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;

Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either :

(a)   Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree in computer science, computer technology, computer repair or a closely related field and two years of experience in the installation and maintenance of computers and related peripheral equipment.

(b)   Graduation from high school or possession of a high school equivalency diploma, and four (4) years of experience as described above; or

(c)   An equivalent combination of training and experience as defined by the limits of (a) and (b).