

## **SENIOR COMPUTER MAINTENANCE TECHNICIAN**

**JOB CODE:** 3095  
**LOCATION:** Tioga County Information Technology Department; Owego-Apalachin Central School District  
**CLASSIFICATION:** Competitive  
**SALARY:** Tioga Co. – CSEA, Grade XI  
**ADOPTED:** Reso 384-05; 1/06, 5/10, 03/11 Tioga Co. Personnel & Civil Service

**DISTINGUISHING FEATURES OF THE CLASS:** This work involves responsibility for performing highly skilled technical work in the maintenance and repair of a networked computer system. The work includes keeping abreast of the latest technological developments in the industry. This position differs from Computer Maintenance Technician in that duties are more complex; level of responsibility is higher, and supervisory duties may be included. Under general supervision, an employee of this class is responsible for identification of hardware needs, preparation of specifications, installation, maintenance and problem resolution for personal computers, networks and communications equipment and software. The position also requires frequent contact with computer users in identification of needs and resolution of hardware or software problems. Will be expected to attend any courses, training and seminars as directed by supervisor. Does related work as required.

In addition to the above, when located within a school district, the incumbent will coordinate efforts with appropriate IT support staff. The position will also act as the liaison between network and IT personnel for purposes of technological planning, troubleshooting, and project development.

### **TYPICAL WORK ACTIVITIES:** (Illustrative Only)

- Installs, maintains and repairs personal computers, terminals, printers, modems, scanners, hubs, routers and any other related hardware or software;
- Wiring of network devices;
- Set up and install networked printers;
- Set up the IP Protocol on PCs and printers;
- Assists users with Mainframe access;
- Installs, configures and operates application software, printers and PCs;
- Installs software and hardware updates;
- Assist users with the various application software and hardware;
- Assists in the set up of cellular devices;
- Informs supervisor as to status of all operating problems;
- Routes the cabling necessary to establish networks;
- Uses a variety of electronic testing devices (e.g., data line monitor, continuity testers) for problem diagnosis;
- Maintains inventory of computer hardware;
- Enters maintenance and repairs performed into a database;
- Provides technical assistance in local and wide area networking and troubleshooting problems;
- Keeps abreast of latest technology developments;
- Supervises assigned personnel as needed.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Good knowledge of the principles of electronic technology and telecommunications equipment with the ability to install, configure and troubleshoot hardware and software; Good knowledge of the concepts, uses and abilities of a computer system. Good knowledge of the capabilities of Information Technology equipment, principles and techniques including networks, protocols, line conditioning, and modem devices. Good knowledge of mainframe and personal computer hardware characteristics, compatibility's and costs. Ability to: judge facts and circumstances, choosing correctly between several alternatives; express oneself clearly and concisely, both orally and in writing; follow complex oral and written instructions Establish effective working relationships with others. Skilled in the use of tools and

## 2. Senior Computer Maintenance Technician

equipment used in the installation and repair of computer hardware; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of a general equivalency diploma and **EITHER:**

- (a) Completion of 30 semester credit hours in computer science, information technology, engineering, or closely related field, and three (3) years of full-time paid experience, or its part-time equivalent, as defined above; **OR**
- (b) Four (4) years of full-time paid experience, or its part-time equivalent, in the installation, operation, maintenance, and problem-diagnosis of network equipment; **OR**
- (c) An equivalent combination of training and experience as indicated in (a) and (b) above

**SUBSTITUTION:** Certification from a network training program that is vendor-approved (i.e. Cisco Systems, IKON, XLAN Corp., Nortel, Bay Networks) may be substituted for one year of the above stated experience.

### **EQUIPMENT IN OPERATIONS AS OF 2011:**

- Personal computers (various vendors and models)
- Laser, ink jet and matrix printers
- Scanners
- Network servers, hubs, routers and switches.
- Communications lines (Analog, Digital, and Fiber)
- Cabling - fiber, twinax and category 6
- Monitors and terminals
- Networked copiers