

SUPERVISOR OF COMPUTER HARDWARE REPAIR

Code No: 3-11-107
Competitive

DISTINGUISHING FEATURES OF THE CLASS: This is a supervisory technical position responsible for supervising and repairing computer hardware equipment. The employee reports directly to and works under the general supervision of a higher level staff member. General supervision is exercised over a subordinate staff. Does related work as required.

TYPICAL WORK ACTIVITIES: (All need not be performed in a given position. Other activities may be performed although not listed.)

Supervises and assists in the repair of computer hardware equipment;

Oversees department operations including, repair inventory and technician dispatch databases;

Tracks inventory and research product pricing;

Reviews warranty claims including arrangements for authorized service;

Monitors and evaluates new existing technology for computer repairs.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of computer hardware components; good knowledge of computer hardware systems; organizational skill, supervisory skill; communication skill; analytical skill; ability to repair and maintain computer and peripherals equipment; ability to inventory equipment; ability to establish effective working relationships; initiative; good judgement; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma, plus EITHER:

- (A) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in Electronic Technology, Computer Technology or a related field, plus two (2) years paid full-time or its part-time equivalent experience in the repair of computer systems; OR,
- (B) Four (4) years of paid full-time or its part-time equivalent experience in the repair of computer systems; OR,
- (C) Any equivalent combination of training and experience as defined by the limits of (A) and (B) above.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES

Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

ADOPTED: May 4, 2000