

MULTIMEDIA REPAIR TECHNICIAN

Code No: 4-18-475
COMPETITIVE

DISTINGUISHING FEATURES OF THE CLASS: This is a technical position responsible for the preventative maintenance, repair and testing of a variety of equipment including, but not limited to, personal computers and personal computer peripherals, televisions, VCR's, Camcorders, photographic equipment, audiovisual equipment, CD/record players, radios, projectors (slide, 16mm film, overhead), amplifiers, speakers and musical instruments. Repair items are received from staff members when a problem arises. On-site repair may be performed depending on worksite. The incumbent reports directly to, and works under the general supervision of, an information services staff member or other higher-level staff member. Supervision may be exercised over subordinate staff. Does related work as required.

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

Analyzes and verifies equipment malfunction using diagnostics and other repair procedures;

Repairs malfunctions to the component level and verifies proper operation;

Uses electronic test equipment to test operation;

Sets up and demonstrates equipment as required;

Tests, cleans and aligns disk drives, printers and other computer electrical and mechanical assemblies;

Tests and repairs various types of computer modems and other telephone connecting equipment used with computers;

Maintains records on equipment parts inventory and repairs made;

Orders necessary parts and assists with monitoring inventory;

Performs preventative maintenance, including cleaning, according to specific guidelines;

Maintains database used for recording work requests, repair status, and resolutions;

Researches and evaluates equipment, performance, and repair history.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of the electrical and electronic systems as applied to computer and peripheral equipment, and various multimedia, audio, visual and other electronic equipment; good knowledge of the diagnostic procedures and equipment used in determining computer, multimedia and electronic malfunctions; working knowledge of the software packages commonly used by computer equipment users; ability to inspect, repair, test, and maintain computer and peripheral equipment and various multimedia and electronic equipment; ability to keep and maintain related computerized records; good judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school general equivalency diploma (GED), plus EITHER:

- (A) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in a computer science field, computer repair field, Electronic Technology or closely related field plus one (1) year paid full-time or its part-time equivalent experience in the maintenance and repair of technical equipment which must have included at least one of the following: audio (ex. microphones, speakers, musical instruments), visual (ex. television, film), multimedia (combination of audio, visual, and/or personal computers) or personal computers; OR,
- (B) Three (3) years of experience as described in (A) above; OR,
- (C) Successful completion of a recognized course in personal/microcomputer repair or electronic repair such as a training course offered by the military, personal computer hardware vendors or consultants, or any other training course providing "hands on" personal computer and/or electronic repair experience, plus one (1) year of experience as described in (A) above; OR,
- (D) Any equivalent combination of training and experience as defined by the limits of (A), (B), and (C) above.

Note: Applicants qualifying under option (C) must submit a transcript, certificate, diploma or letter of confirmation in support of satisfactory program completion.

SPECIAL REQUIREMENTS: Depending on the position duties, candidates for employment with the Monroe County Government will be required to pass a pre-employment drug test.

If you are appointed, you will be required to have a valid license to operate a motor vehicle in New York State or otherwise demonstrate your capacity to meet the transportation needs of the job.

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: June 3, 2004