

SENIOR MICROCOMPUTER MAINTENANCE TECHNICIAN

Code No: 3-18-432

COMPETITIVE

DISTINGUISHING FEATURES OF THE CLASS: This is a senior-level technical position responsible for the coordination of and participation in preventive maintenance, repair and installation of various types of microcomputer equipment. The incumbent diagnoses problems and repairs various equipment such as motherboards, disk drives, keyboards, printers, modems and other microcomputer peripherals. Work may also involve diagnosing and repairing computer terminals and microcomputer networks. This position differs from the lower-level position of Microcomputer Maintenance Technician by virtue of its responsibility for coordination and supervisory duties, and performance of more complex technical work. The incumbent reports directly to, and works under the general supervision of, an information technology director or other higher-level staff member. General supervision may be exercised over a subordinate technical 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.)

Coordinates the installation and repair of microcomputers and other desktop equipment;

Coordinates the diagnosis and installation of hardware and software;

Coordinates and supervises technicians as they implement microcomputers with accompanying software for users;

Coordinates and supervises technicians as they collect, document, and resolve customer complaints either at a help desk or elsewhere;

Establishes and maintains documented procedures;

Creates and maintains procedures for troubleshooting techniques;

Develops and documents microcomputer deployment plans including requirements and schedules;

Generates daily reports to internal management staff identifying outstanding customer problems, duration, and potential problem resolution with expected resolution dates;

Manages the organization and utilization of the microcomputer set-up room and staging areas;

Schedules technicians between help desk functions and microcomputer deployment while being sensitive to customer issues;

Communicates and coordinates plans with all areas of department, specifically with microcomputer, network, and telecommunications;

Meets with technicians on a weekly basis to review projects;

Meets with vendors, administrative and clerical staff to identify, solve, and negotiate solutions to problems associated with malfunctioning equipment;

Manages inventory methods of storing equipment, materials and supplies;

Provides support for telecommunications equipment.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the electrical and electronic systems as applied to microcomputers, disk drives, microcomputer printers, computer terminals and microcomputer peripherals; good knowledge of the diagnostic procedures and equipment used in determining microcomputer machine malfunctions; working knowledge of the software packages commonly used by microcomputer equipment; working knowledge of proper inventory techniques; ability to inspect, repair, test, and maintain microcomputer and peripheral equipment and coordinate the work of others performing the same duties; ability to prioritize needs; ability to negotiate solutions with others regarding malfunctioning equipment; ability to develop and document microcomputer deployment plans; ability to keep and maintain records; good judgment, 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, Microcomputer Repair, or a closely related field PLUS two (2) years of paid full-time or its part-time equivalent experience in the maintenance and repair of microcomputers and related equipment, OR;
- (B) Four (4) years of paid full-time or its part-time equivalent experience as stated in (A) above, OR;
- (C) Successful completion of a recognized course in microcomputer repair such as training courses offered by the military, microcomputer hardware vendors or consultants, or any other training course providing "hands on" microcomputer repair experience, plus three (3) years of experience as described in (A) above.
- (D) Any equivalent combination of training and experience as defined by the limits of (A), (B), and (C) above.

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

SPECIAL REQUIREMENTS: 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.

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

ADOPTED: August 9, 2007