

MICROCOMPUTER MAINTENANCE TECHNICIAN

Code No: 4-18-303
NON-COMPETITIVE

DISTINGUISHING FEATURES OF THE CLASS: This is a technical position responsible for preventive maintenance, repair and installation of various types of microcomputer equipment. Duties involve overseeing daily computer performance, providing technical support by diagnosing problems and making repairs, and installing and updating software. Duties also involve diagnosing and repairing computer terminals and microcomputer networks. The employee reports directly to, and works under the general supervision of information technology staff or other higher-level staff member. 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 microcomputer and/or peripheral equipment malfunction using diagnostics and other repair procedures;

Repairs malfunctions to the component level and verifies proper operation;

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

Uses electronic test equipment such as logic analyzers, oscilloscopes, and digital multimeters;

Tests and repairs various types of microcomputer modems and other telephone connecting equipment used with microcomputers;

Sets up and demonstrates microcomputer equipment as required;

Maintains records on microcomputer equipment parts inventory and repairs made.

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; ability to inspect, repair, test, and maintain microcomputer and peripheral equipment; ability to instruct others in the operation of microcomputer and peripheral equipment; ability to keep and maintain inventory and simple 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 a certificate or Associate's degree in Microcomputer Maintenance Repair; OR,
- (B) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in a computer science or information technology field; OR,
- (C) One (1) year paid full-time or its part-time equivalent experience in maintenance and repair of microcomputers and related equipment; OR,

- (D) Possession of the following active Industry Standard Certification: Computing Technology Industry Association (CompTIA) A+ Certification; OR,
- (E) An equivalent combination of education and experience defined by the limits of (A), (B) and (C) above.

Note: Applicants qualifying under option (D) must submit a copy of the certificate.

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Monroe County Civil Service Commission

ADOPTED: October 6, 1988

REVISED: May 6, 2021