

WORKSTATION ENGINEER I

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position is responsible for the installation, maintenance and relocation of workstations and associated peripheral equipment. Responsibilities may include the installation of all workstation operating systems, County supported application software, telecommunication equipment and associated cabling. Incumbents may be assigned to any departmental work shift and may assist in providing support services to various departments. While guidance and leadership may be provided, supervision is not a responsibility of this position. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Installs and relocates hardware and software for workstations and workstation users in accordance with established procedures and instructions;

Installs/relocates telecommunications equipment in accordance with established manufacturer procedures and instructions;

Installs, terminates and tests telecommunications cable in accordance with fire, safety and electrical codes and standards, including telephone industry standard color code;

Operates communications testing equipment to determine continuity, polarity and quality of circuits;

Performs periodic preventative maintenance in accordance with manufacturers' recommendations and departmental policies;

Performs routine and emergency repairs and maintenance at any County location, both scheduled and in response to emergencies;

Prepares workstation and associated equipment for installation;

Modifies updates or replaces internal equipment parts as required;

Lifts workstation equipment that may weigh as much as 50 lbs. to place in, arrange around, or remove from the workplace for set-up, installation, repair, de-installation, or maintenance;

Installs/relocates cross-connect wiring on telephone distribution frames in accordance with telephone industry standards;

Responds to user calls regarding computer system related problems and provides advice on the appropriate action to be taken to resolve the problem;

Performs first-line diagnoses of failures to determine whether they are induced by software or hardware;

Resolves software failures, or notifies appropriate Information Technology staff and provides computer diagnostics;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd)

Works with and may guide contract and vendor supplied personnel engaged in the installation, maintenance and repair of workstation equipment;

Makes recommendations on the most cost effective and operationally efficient manner to handle installations/relocations of telecommunications equipment and cable plants;

Maintains operating and/or cable records and prepares associated routine reports;

Informs supervisor on the status of all operating problems;

Works with workstation users to understand their workstation and associated equipment and software, throughout the County;

Assists in managing inventory of workstation, telecommunications and associated equipment.

Keeps work area in a clean, orderly and safe condition;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, email and database software in performing work assignments;

May perform other incidental tasks, as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES:

Thorough knowledge of the accident and safety precautions of the assigned work; knowledge of the components, operation, maintenance and repair of assigned workstation equipment; knowledge of the last two versions of MS-Windows; knowledge of Microsoft Office software; knowledge of data communication networks and basic electronics terminology; knowledge of the components, operation, maintenance and repair of telecommunications and network related equipment and services; knowledge of industry standards and codes for installing, repairing and testing workstation and peripheral equipment; familiarity with basic workstation communications software; skill and dexterity in the use of tools; ability to communicate with outside vendors on equipment and related problems; ability to think logically; ability to comprehend moderately complex technical materials and understand basic wiring diagrams; ability to see all colors of wire for connection purposes; ability to move equipment and supplies; ability to understand and carry out written and oral directions; ability to communicate clearly, both orally and in writing; ability to effectively use computer applications such as spreadsheets, word processing, calendar, email and database software; ability to speak, read, write, understand and communicate in English sufficiently to perform the essential functions of the position; good judgment; initiative; resourcefulness; reliability; accuracy; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A high school or equivalency diploma and either (a) a Bachelor's degree in Information Technology or a closely related field and one (1) year of experience where a primary function of the position was the installation, operation, maintenance and diagnosis of workstation problems; and/or associated equipment including the testing, installation and repair of telecommunications equipment and cable, or; (b) six (6) years of experience as described in (a).

SUBSTITUTIONS: Satisfactory completion of 30 credits* may be substituted on a year for year basis for up to four years of the required experience. A Master's Degree* in Information Technology or a closely related field may also be substituted for one additional year of experience.

SPECIAL REQUIREMENTS: Possession of a valid license to operate a motor vehicle in the State of New York at time of appointment and maintain same while in the title.

NOTES:

1. *Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.
2. Experience on a home personal computer or phone system may not be used as a substitute for the aforementioned experience.