

SENIOR DATA COMMUNICATIONS/MICROCOMPUTER TECHNICIAN

GENERAL STATEMENT OF DUTIES: Performs maintenance, testing and diagnosis of data communications equipment and microcomputers in the component school districts; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: Under the supervision of the Manager - Technical Services, this position has responsibility for both maintenance and repair of data communications equipment as well as the maintenance of microcomputers in the component school district locations. An incumbent functions as the lead position, providing lower level technicians with technical advice and support.

EXAMPLES OF WORK: (Illustrative Only)

Provides user districts on-site support in interpreting, diagnosing and repairing complex data communication hardware, i.e. controllers, modems, data lines;

Configures, installs and repairs micro computer equipment. Diagnoses, isolates and exchanges faulty components on system units, printers, monitors, keyboards and other peripherals;

Advises lower level technicians on configuration and installation procedures for new equipment;

Assists in the interface with telephone company personnel in troubleshooting data line problems;

Supervises and participates in the installation of new data communication equipment;

Coordinates site preparation, planning, and modifications regarding changes to the data communications network equipment;

Coordinates the installation and relocation of remote terminals, conferring with user staff as required;

Distinguishes between hardware and software problems;

Performs limited software configuration for specific computer systems;

Performs very limited customer training on use of the equipment;

Completes job tickets including price information and list of materials used and services provided;

EXAMPLES OF WORK: (Illustrative Only)

Ascertains from customers whether or not problem has been corrected by the service call;

Follows proper use, operation, maintenance and safety requirements of company assigned vehicles.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the components, operations, maintenance and repair of data communications equipment and micro computer equipment used by Lower Hudson Regional Information Center; good knowledge of data communications or basic electronics terminology; good knowledge of data communications software as used by the Lower Hudson Regional Information Center; ability to plan and direct the technical work of lower level technicians; ability to carry out written and oral directions; ability to work and deal effectively with user department staff on all levels; ability to see all colors of wire for connection purposes; ability to move equipment and supplies; ability to communicate effectively both orally and in writing; ability to think logically; good judgement; initiative; resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of a high school equivalency diploma and either (a) three (3) years of technical experience in a data communications environment which must have included the maintenance and repair of micro computer equipment; or (b) completion of a one (1) year certificate program in computer science or electronics and two (2) years technical experience as stated in (a); or (c) sixty (60) college credits towards a degree in computer science or a related field and two (2) years technical experience as stated in (a); or (d) a satisfactory equivalent combination of the foregoing training and experience.

NOTE: At time of appointment, possession of a valid license to operate a motor vehicle in the State of New York.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS:

In accordance with the Safe Schools Against Violence in Education (SAVE) legislation, Chapter 180 of the Laws of 2000, and by the Regulations of the Commissioner of Education, candidates for appointment in school districts must obtain clearance for employment from the State Education Department prior to employment based upon a fingerprint and criminal history background check.