

SENIOR MICROCOMPUTER TECHNICIAN
(BOCES # 2)

DISTINGUISHING FEATURES OF THE CLASS: Under the direct supervision of the Coordinator - Network Support, this position has responsibility for the installation, maintenance and repair of microcomputers (personal computers) including peripheral equipment for Southern Westchester BOCES and component school districts. In addition, the incumbent assists in maintaining networks, troubleshooting hardware and software problems, and aiding in various data communication functions. An incumbent functions in a lead capacity, diagnosing complex hardware issues and providing lower level technicians with technical advice and support. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Provides on-site diagnosis and repair of networked and non-networked microcomputers, desktops, laptops, smartboard, tablets, printers, scanners, and other peripherals;

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

Supervises and participates in the configuration and installation of microcomputers and related equipment;

Distinguishes between hardware and software problems;

Determines warranty status and orders and returns warranty and non-warranty parts based on vendor repair procedures;

Diagnoses, isolates and exchanges faulty components on system units, printers, monitors, keyboards and other peripherals;

Prepares and installs **various** disk drives;

Performs very limited customer training on the use of the equipment;

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

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

Commutes to school districts to pick up and deliver equipment and parts;

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

Assist District staff with retirement and inventory of BOCES computer devices;

Uses computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments.

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REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the components, operations, maintenance and repair of microcomputers and related equipment used by Lower Hudson Regional Information Center and component school districts; good knowledge of basic electronics terminology; working knowledge of networking microcomputers; 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 read, write, understand, and communicate in English sufficiently to perform the essential functions of the position; ability to think logically; ability to use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; 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 five (5) years of information technology work experience which must have included the maintenance and repair of computer hardware.

SUBSTITUTION: An Associate's Degree* in Information Technology, Computer Science, Computer and Electronics Technology or a closely related field will substitute for three (3) years of the above stated experience.

SPECIAL REQUIREMENT: Possession of a valid driver's license to operate a motor vehicle in the State of New York. The appointing authority is responsible for verifying and ensuring that the candidate meets this condition at time of appointment and throughout the course of employment.

*SPECIAL NOTE: Education beyond the secondary level must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.

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.

BOCES # 2
Lower Hudson Regional Information Center
J. C.: Competitive
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Job Class Code: S836