

TECHNICAL SERVICES COORDINATOR

GENERAL STATEMENT OF DUTIES: Oversees the maintenance and repair of microcomputers and audio-visual equipment; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of the Manager – Technical Services, this position supervises and provides support to the field and in-house technicians who maintain and repair microcomputer and audio-visual equipment in the component school district locations. Supervision is exercised over all technical department personnel.

EXAMPLES OF WORK: (Illustrative only)

Supervises and advises technicians on proper and efficient maintenance procedures;

Provides technical support for field technicians generally via the phone and also on-site when necessary;

Administers work schedule and assignments and supervises progress of assignments;

Interprets hardware and/or software problems for technicians; evaluates problem; recommends equipment to bring into the field; decides whether to repair or replace equipment (whichever is most cost effective);

Provides technicians with the information to enable them to diagnose, isolate and exchange faulty components on system units, printers, monitors, keyboards and other computer peripherals and audio visual equipment;

Provides training on the preparation and installation of hard and floppy disk drives;

Maintains a detailed knowledge of the current technology, of both microcomputer and audio visual equipment;

Supervises the use and maintenance of service manuals (i.e., make sure manuals are updated) and diagnostic equipment;

Provides information on the compatibility of systems and components used for microcomputer and audio visual equipment maintenance;

Purchases systems, peripherals and components for computer and audio-visual maintenance and repair;

EXAMPLES OF WORK: (Illustrative only) (Continued)

Maintains bid list used to purchase computer and audio visual equipment;

Establishes vendors for equipment acquisition and repair;

Maintains parts inventory control;

Determines prices for materials used and services provided;

Follows-up with customer to ensure user satisfaction with service provided;

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

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the mechanics of microcomputers and audio-visual equipment for the purpose of maintenance and repair; ability to establish and maintain effective working relationships with Regional Information Center staff, school district personnel and vendors; leadership in coordinating technical activities; ability to communicate effectively both orally and in writing; good judgement; initiative; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of a high school equivalency diploma and either (a) graduation from a recognized college or university with a Bachelor's Degree in Computer Science or a related field and three (3) years of technical experience in a computer center environment which must have included the maintenance and repair of microcomputer and audio-visual equipment, two (2) of which must have been in a supervisory capacity; or (b) seven (7) years of technical experience as specified in (a) including the two years in a supervisory capacity; 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 is required.

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: S766