

PC LAN TECHNICIAN

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position, located in the Department of Information Technology, is responsible for the installation, maintenance and relocation of computer technology, network and associated equipment. This process also includes the installation of all computer technology and network equipment software. Incumbents may be assigned to any departmental work shift and provide support services to various departments utilizing automated systems. Incumbents may function as project leaders on small to medium size projects. Does related work as required.

TYPICAL WORK ACTIVITIES:

Installs and relocates hardware and software for computer technology and network equipment, including assembly, configuration and transport, in accordance with established procedures and instructions;

Performs periodic preventative maintenance in accordance with manufacturer recommendations and departmental standards;

Prepares computer technology and network and associated equipment for installation;

Modifies, updates and replaces internal computer technology and network equipment parts as required;

Modifies, updates and replaces computer technology and network equipment software as required;

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

Responds to maintenance service requests related to computer technology and network equipment;

Receives user calls regarding computer technology and network-related problems and performs the appropriate action to resolve the problem;

Assists in performing diagnosis of failures to determine whether they are induced by computer technology and network software or hardware;

Assists with the preparation of computer technology and network documentation, specifications, standards, instructions and user manuals as needed;

Notifies appropriate Information Technology staff of software or hardware failures and performs diagnostics;

Works with contract and vendor supplied personnel engaged in the installation, maintenance and repair of computer technology and network hardware and software;

Maintains operating records and prepares routine operating reports;

Informs supervisor as to the status of all operating problems;

Assists in managing inventory of computer technology and network and associated equipment;

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the components, operation, maintenance and repair of computer technology and network equipment;
Good knowledge of data communications and basic electronics terminology;
Good knowledge of standard communications protocols;
Good knowledge of basic computer 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 complex technical materials and understand basic wiring diagrams;
Ability to distinguish between all colors of wire for connection purposes;
Ability to assign and review the work of others;
Ability to communicate clearly, both orally and in writing;
Ability to move equipment and supplies;
Ability to understand and carry out written and oral directions;
Good judgment;
Initiative;
Resourcefulness;
Reliability;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of an equivalency diploma and either:

A) One year of experience in the installation, operation, maintenance and problem-diagnosis of computer technology and network equipment; OR

B) Completion of 30 semester credits from a regionally accredited college or one accredited by the New York State Board of Regents, including 15 semester credits in computer science, information technology, engineering or closely related field; OR

C) An equivalent combination of training and experience as defined by the limits of A) and B).

NOTE: Computer Technology refers to equipment such as laptops, tablets, notebooks, etc.

SUBSTITUTION: Certification from a network training program that is vendor-approved (A+, Cisco, HP, Dell) may be substituted for one year of the above stated experience.

SPECIAL REQUIREMENT: Possession of a valid license to operate a motor vehicle in the State of New York at time of appointment.

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