

SENIOR COMPUTER HARDWARE TECHNICIAN

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class is responsible for the identification of hardware needs, preparation of specifications, installation, maintenance and problem resolution for personal computers. The position requires frequent contact with computer users in identification of needs and resolution of hardware problems. Many of the functional duties are similar to those of Computer Hardware Technician, however, the Senior Computer Hardware Technician is responsible for more complex assignments and situations with less direct supervision. The Senior Computer Hardware Technicians may be assigned as a coordinator of projects or as a group leader. Employees in this class work under the general supervision of a higher level supervisor with more independence of action than that granted Computer Hardware Technicians. Does related work as required.

TYPICAL WORK ACTIVITIES:

Provides training to Computer Hardware Technicians and participates in all aspects of their work in preparing specifications for purchase of computer hardware, installing and testing computer hardware;

Maintains and repairs computer and peripheral equipment (e.g. terminals, printers, modems) not covered by warranty or service contract;

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

Coordinates with service providers to ensure the timely completion of repairs;

Coordinates the cabling necessary to establish networks;

Maintains inventory of computer hardware, including maintenance and repair records;

Meets with officials of county department to arrange installation, maintenance and/or repair of computer hardware.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of modern methods, principles and techniques of data processing including networks, protocols, line conditioning, modem devices, multiplexing;

Good knowledge of the capabilities of data processing equipment;

Good knowledge of multi-platform environments and personal computer hardware characteristics, compatibilities, and cost;

Good knowledge of standard communications protocols;

Good knowledge of basic computer communications software;

Skill and dexterity in the use of tools;
Skill in the use of tools and equipment used in the installation and repair of computer hardware;
Ability to plan, coordinate, and train subordinate staff;
Ability to think logically;
Ability to communicate with outside vendors on equipment and related problems;
Ability to assign and review the work of others;
Ability to move equipment and supplies;
Ability to establish effective working relationships with employees in other departments at all levels;
Ability to understand and follow complex oral and written instructions;
Ability to express oneself clearly and effectively both orally and in writing;
Ability to maintain inventory and operational records;
Ability to perform close detail work;
Tact;
Courtesy;
Patience;
Physical conditions commensurate with demands of the position.

MINIMUM QUALIFICATIONS:

- A) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in computer science, computer technology, computer repair or a closely related field and two(2)years experience installing software and troubleshooting both hardware and software; or
- B) Four (4) years experience as indicated above; or
- C) An equivalent combination of training and experience as indicated within the limits of A) and B).

SPECIAL REQUIREMENT: Possession of a valid New York State driver's license appropriate for the vehicle operated.