

MICROCOMPUTER REPAIR TECHNICIAN TRAINEE

DISTINGUISHING FEATURES OF THE CLASS: The work involves undergoing on-the-job training to become qualified as a Microcomputer Repair Technician. This is entry level work involving the responsibility for learning and assisting in repairing and preventative maintenance of computers, printers, and other hardware. The work is performed under the direct supervision of the Manager of Technical Support Services through mentorship, assignments and training lessons. Does related work as required.

TYPICAL WORK ACTIVITIES:

Learns to use diagnostics and system tests to determine causes for malfunctions in microcomputer systems and peripherals;
Learns to trouble-shoot, disassemble, repair, and assemble microcomputers and related hardware;
Assists with preventative maintenance on internal and off-site computer equipment including terminals, communication devices, microcomputers, and related hardware;
Maintains replacement parts inventory and documentation library.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of the principles and practices of diagnosis, maintenance and repair of microcomputers and related components;
Ability to comprehend service manuals and utilize technical illustrations;
Ability to follow written and verbal instructions;
Friendly;
Helpful;
Good initiative.

MINIMUM QUALIFICATIONS:

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

- A) Completion of 30 semester credit hours from a regionally accredited or NYS registered college or university, including at least 24 semester credit hours in computer science, information technology, or closely related field and one (1) year of experience repairing microcomputers, printers, and peripherals; OR
- B) Completion of A+ certification training and possession of an A+ Certificate of completion.

A TRANSCRIPT MUST BE SUBMITTED.

NOTE: This is a Trainee position in the competitive class. An appointment made to this position following the examination is for up to a one-year term, during which time the incumbent learns how to perform the duties and responsibilities of a Microcomputer Repair Technician through on the job training. Then, upon successful completion of the training period, promotion may be made without further examination to the Microcomputer Repair Technician position.

SPECIAL REQUIREMENT:

Appropriate level New York State Operator's License required at time of appointment.