

**COMPUTER SERVICE TECHNICIAN**

**General Statement of Duties and Responsibilities**

This class of positions encompasses the performance of maintenance, troubleshooting, and repair of computer terminal consoles, minicomputer and microcomputer systems (central processing units, monitors, disk drives, etc.), remote video display terminals and line printers as well as supervising personnel performing routine repair/maintenance functions in order to maintain efficient functioning of computer operations and minimize down-time in the case of system failure. There are two Assignment Levels within this class of positions. All personnel perform related work.

**ASSIGNMENT LEVEL I**

Under supervision, with some latitude for independent initiative and judgment, performs routine service functions in maintaining, troubleshooting, repairing or replacing computer component parts in field locations; may assist in complex troubleshooting and repair activities.

Determines causes of computer malfunctions by observation and by use of diagnostic diskettes. Replaces faulty computer equipment and/or component parts, such as, adapter cards, system boards and other printed circuit boards; repairs mechanical and electro mechanical components, such as, printed circuit boards, switches, speed of disk drives, etc.

Uses state-of-the-art test instruments and equipment.

Prepares service repair forms at field locations recordings work done and parts replaced or repaired.

In the temporary absence of the supervisor, may perform the duties of that position.

Drives a motor vehicle in the normal course of daily assignments.

**ASSIGNMENT LEVEL II**

Under supervision, with latitude for independent initiative and judgment, performs complex service functions in maintaining, troubleshooting, repairing or replacing computer components.

Troubleshoots, repairs and/or replaces solid state devices, including equivalent substitution of semiconductor components; DC power switching supplies; video monitors and associated circuitry; servo motors and feedback loops; electromechanical devices; printed circuit boards, including IC circuits of all types; floppy disk drives; serial and parallel printers and central processing units.

## **COMPUTER SERVICE TECHNICIAN (Cont'd.)**

### **Assignment Level II (Cont'd)**

Performs preventive maintenance on computer systems, including remote mainframe terminal equipment and line printers, in central shop or remote locations; transports and installs computer systems and local area network components.

Uses all types of state-of-the-art test instruments normally associated with the equipment or components listed above including emulation equipment, oscilloscopes, and metering equipment.

Differentiates between hardware and software problems and makes recommendations for appropriate software corrections.

Requisitions spare parts; maintains inventory and repair records.

Trains and may supervise Assignment Level I technicians performing routine service functions.

May perform Assignment Level I duties and responsibilities when necessary.

In the temporary absence of the supervisor, may perform the duties of that position.

Drives a motor vehicle in the normal course of daily assignments.

### **Qualification Requirements**

1. A four-year high school diploma or its educational equivalent and one year of satisfactory, full-time experience in computer maintenance and repair; or
2. Education and/or experience equivalent to "1" above. Graduation from a certified technical training program in computer maintenance and repair may be substituted for the one year of experience.

### **License Requirement**

A Motor Vehicle Driver License valid in the State of New York.

### **Direct Lines of Promotion**

From: None

To: Supervising Computer  
Service Technician  
(13616)

Computer Service Technician