

SUPERVISING COMPUTER SERVICE TECHNICIAN

DUTIES AND RESPONSIBILITIES:

Under general supervision, with very considerable latitude for independent initiative and judgment, supervises a computer repair center staffed with computer service technicians and containing equipment, materials, technical data, etc., necessary to maintain, troubleshoot, repair and replace computer components in field locations and in the computer repair center and/or serves as technical resource person in the diagnosis and correction of computer and peripheral hardware problems in order to maintain efficient functioning of minicomputer and microcomputer operations and to minimize downtime in the case of system failure. All personnel perform related work.

EXAMPLES OF TYPICAL TASKS:

1. Supervises computer service technicians responsible for maintaining troubleshooting, replacing and repairing computer parts and components in field locations and in a computer repair centers; plans and assigns work; tests and examines completed work to ensure satisfactory work output.
2. Provides technical supervision and serves as technical resource person in the diagnosis and correction of computer and peripheral hardware problems, including failure analysis in a complex computer environment which may include mainframes and a large communications network or local area network.
3. Performs administrative work relative to the operation of the computer repair center in such activities as computer maintenance and service records, inventory control, purchasing and ordering supplies, budget preparation and control, etc.
4. Trains and instructs computer service technicians to upgrade skills, improve work performance and methods, and update technical knowledge.
5. May drive a motor vehicle.

SUPERVISING COMPUTER SERVICE TECHNICIAN (continued)

QUALIFICATION REQUIREMENTS:

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

LICENSE REQUIREMENTS:

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

DIRECT LINE OF PROMOTION:

FROM: Computer Service Technician (#13615)

TO: None