

**COUNTY OF ORANGE
MUNICIPAL/SCHOOL
JOB CLASSIFICATION SPECIFICATION**

CLASS TITLE: COMPUTER TECHNICIAN

TITLE #: 1184

DISTINGUISHING FEATURES OF THE CLASS: This is specialized technical work involving responsibility for the installation, maintenance and repair of computers and related peripheral equipment. Incumbents assigned to BOCES are responsible for the maintenance and repair of equipment for member districts of the Orange-Ulster BOCES Resource Center. Work is performed under the general supervision of a designated supervisor with leeway allowed for exercising independent judgment in carrying out the details of the work. Does related work as required.

TYPICAL WORK ACTIVITIES:

Performs installation, maintenance and repair of computers and related equipment in a networked environment;

Troubleshoots equipment to determine cause of malfunction;

Cleans, maintains and repairs related peripheral equipment including, but not limited to, printers, disk drives, scanners, monitors, etc.;

Instructs users on corrective action to remedy computer malfunctions;

Installs computer software and diagnoses and corrects software problems as needed;

Attends training as needed to upgrade skills;

May assist in locating resources necessary to maintain computer equipment and software throughout district;

May travel to participating districts to repair equipment on site as needed;

May assist in computer office management procedures such as inventory control and records management, etc.;

May input and update information onto website.

- continued -

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of computer hardware and software; thorough knowledge of the operation of computer systems; working knowledge of computer networking systems; ability to troubleshoot and identify specific hardware problems; ability to repair related peripheral devices such as printers, disk drives, scanners, monitors, etc.; ability to install computer software, diagnose software related problems and differentiate between a hardware and software problem; ability to communicate technical advice to users; good interpersonal skills; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's degree in Computer Science, Computer Information Systems, Electrical Engineering Technology or related field and three (3) years of paid work experience involving the maintenance and repair of computers and related peripheral equipment; OR
- (B) Graduation from high school or possession of a high school equivalency diploma and five (5) years of experience as outlined in (A) above.

NOTE: Possession of A+ Certification may be substituted for one (1) year of required experience.

JURISDICTIONAL CLASSIFICATION: Competitive

REVISED: 3/17/15