

COMPUTER HARDWARE TECHNICIAN

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for providing technical support of the county wide information technology including maintaining existing computer system applications, identifying hardware needs, installing, configuring and maintaining software and hardware, and responding to the needs of end users in one or more county departments. The position requires frequent contact with computer users in identification of needs and resolution of hardware problems. Supervision over subordinate personnel is not normally a function of this class. The work is performed under the supervision of the Computer Technician Supervisor or higher level supervisor with leeway allowed for the exercise of independent judgment in carrying out details of the work. Does related work as required.

TYPICAL WORK ACTIVITIES:

Monitors and responds quickly and effectively to requests received through the helpdesk;
Investigates user problems; identifies their source; determines possible solutions; tests and implements solutions;
Prepares specifications for purchase of computer hardware;
Installs, modifies and maintains a variety of computer hardware, software, and peripheral components;
Maintains and repairs computer and peripheral equipment (e.g. terminals, printers, modems) not covered by warranty or service contract;
Coordinates installation, maintenance or repair of computer hardware with department or agency;
Provides on-site or help-desk support to resolve user problems, and coordinates additions or changes to the LAN and WAN;
Coordinates the timely completion of repairs with service providers;
Tracks status of application software problems and computer hardware problems; identifies any long standing problems and reports such to supervisor;
Backs up programs and data according to established schedules, assigns passwords and manages security;
Runs and prints production work activities, utilizing a personal computer to enable tapes, diskettes and electronic files to produce a variety of reports or forms;

Maintains inventory of computer hardware, including maintenance and repair records;
Develops and disseminates forms and written procedures for customers to follow in reporting problems.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the operation of computer hardware, software and peripherals used throughout the county;
Good knowledge of standard office software applications including word processing, spreadsheets and databases;
Good knowledge of the capabilities of data processing equipment;
Good knowledge of personal computer hardware characteristics, compatibilities, and cost;
Working knowledge of the principles, practices, methods and capabilities of computer hardware and software in use;
Skill in the use of tools and equipment used in the installation and repair of computer hardware;
Ability to provide helpdesk support and resolve problems to the end user's satisfaction;
Ability to diagnose hardware and software problems and devise a solution for the problem;
Ability to modify and configure software and programs for personal computers;
Ability to establish and maintain effective working relationships with employees and others;
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;
Ability to work independently;
Customer service skills;
Tact;
Courtesy;
Patience.

MINIMUM QUALIFICATIONS:

- 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

or higher, including or supplemented by twelve (12) credit hours in management information systems, computer science, information technology or closely related field, and one (1) year experience installing software and troubleshooting both hardware and software; or

B) Three years' experience as indicated above; or

C) An equivalent combination of training and experience as indicated between the limits of A) and B) above.

SPECIAL NOTE: Because of the radical evolution of technology in this field, qualifying experience must have been gained within the last five years.

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

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COMPETITIVE

