Microcomputer Technician
Tompkins County

Department: T-S-T BOCES and Various School Districts
Classification: Competitive
Labor Grade: Varies by agency
Approved: 06/2000
Revised: 6/17
By: AF, Commissioner of Personnel

MINIMUM QUALIFICATIONS:

(a)   Graduation from high school or possession of a high school equivalency diploma **AND** one year of full-time paid (or the equivalent part-time and/or volunteer) experience in computer repair or support; **OR**

(b)   Graduation from high school or possession of a high school equivalency diploma **AND** successful completion of a six month course in computer repair or computer science; **OR**

(c)   Any combination of education, training and/or experience equal to or greater than that specified in (a) and (b) above.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

DISTINGUISHING FEATURES OF THE CLASS:

This position is responsible for providing technical support for the educational and administrative computer hardware and software maintained by the school district. The position differs from that of Microcomputer Specialist by its more limited scope of responsibility and activity. The work is performed under general supervision with some leeway allowed for the exercise of independent judgment. Supervision is not generally exercised over other employees. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

Assists with the installation, maintenance and troubleshooting of district hardware systems;
Assists with the installation, maintenance and troubleshooting of district application software;
Assists with the set-up and maintenance of mini-lab environments;
Assists with the installation and maintenance of district networking hardware and software;
Assists with the maintenance of the annual district-wide hardware and software inventory;
Provides help-desk support for the users of computer hardware and software;
Assists in software testing.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good technical knowledge of microcomputer hardware;
Good technical knowledge of computer peripherals including printer types and styles, CD-ROMs, LCD Panels, Laser Disk Players, etc;
Good technical knowledge of computer telecommunications systems;
Good technical knowledge of micro-computer telecommunications systems;
Good technical of micro-computer operating systems, including DOS, Windows, Macintosh, Windows NT, etc;
Good technical knowledge of District software applications, including word-processing, database, spreadsheet, electronic mail, multimedia, and networking software;
Excellent interpersonal, oral and written communication skills;
Ability to establish effective working relationships with others;
Ability to communicate technical information to others;
Ability to analyze and solve problems relating to computer operations;
Versatility, reliability, tact and good judgment required;
Physical condition commensurate with the demands of the position.

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