

TECHNICAL REPAIRPERSON

DISTINGUISHING FEATURES OF THE CLASS: This is a technical position involving responsibility for the installation and maintenance of personal computers and related peripheral equipment, audio visual equipment and print shop equipment. The work is performed under the general supervision of the Coordinator of Instructional Technology. Supervision of others is not normally a responsibility of this position. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only) Installs and tests computer hardware, software, peripheral equipment and necessary cabling; configures system to standards; Responds to requests for assistance from computer users experiencing problems with computers or peripheral equipment; Identifies problems as being either software and/or hardware in nature; Repairs hardware as needed or arranges for repairs by others; May refer software problems to others; Performs routine maintenance and upgrades of hardware; Installs new or upgraded software; Inspects and repairs film projection equipment; Repairs radios, phonographs, tape recorders, amplifiers, audiometers and others sound equipment; Tests sound and projection equipment for proper functioning with standard test instruments; May check and adjust closed circuit television receivers and make repairs; May inspect, clean, splice, rewind, label and store motion picture films, filmstrips and slides; Answers service and repair calls to schools; May pack films for shipment by express or messenger; Takes inventory and orders repair and replacement parts or supplies; Performs maintenance and routine repair of print shop equipment including copy machines; Keeps records and prepares a variety of reports on maintenance and repair activities.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of personal and mainframe computer hardware capabilities, characteristics and compatibilities; Good knowledge of the repair and maintenance of a variety of audio-visual equipment; Good knowledge of the tools, terminology and safety precautions involved in projection and sound equipment maintenance and repair; Working knowledge of common software used in personal computers; Ability to analyze computer problems and identify the source of the problem; Ability to repair and maintain computer hardware and peripheral equipment; Ability to establish effective working relationships with computer users and co-workers; Ability to understand, interpret and follow complex technical written and oral instructions; Mental alertness; Tact; Courtesy; Physical condition commensurate with the demands of the position;

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma, and either
A. Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in computer science, computer technology, computer repair or a closely related field, OR

B. Two years fulltime paid or equivalent parttime paid experience in the maintenance of computers and related peripheral equipment, OR two years fulltime paid or equivalent parttime paid experience in the maintenance of audio-visual equipment, OR

C. An equivalent combination of training and experience as defined within the limits of A and B above.

Adopted 11/10/99

Revised 11/18/99, 4/5/02