COMPUTER TECHNICIAN

Department: General Services
Classification: Competitive
Specification Number: 2415
Approved: 1/5/23
Revised: By JG

MINIMUM QUALIFICATIONS
OPEN COMPETITIVE
     Graduation from a standard senior high school and one (1) year of technical computer experience which includes monitoring, maintaining or repairing computer systems or experience in the modification of such systems.

NOTE: Additional education in Computer Science can be substituted for six months of experience.

DISTINGUISHING FEATURES OF THE CLASS
This is a technical position involving responsibility for the installation, testing, repair and support of the Town's computers. An individual in this title assists employees with the use of the Town's computer system and their computers. The incumbent monitors computer equipment to isolate mechanical causes of difficulty. The work is performed under the general supervision of higher-level information technology employees. Performs related work as required.

TYPICAL WORK ACTIVITIES
Installs computer system equipment and peripherals;
Installs and upgrades computer hardware and software;
Monitors computer equipment to isolate problems;
Assists employees with computer problems;
Maintains service and repair records of computer equipment;
Orders and maintains an inventory of supplies and parts for computer systems and other equipment in need of repair;
Maintains current maintenance manuals, parts lists and schematics;
Sets up computer equipment for teleconferences and meetings;
Performs related tasks as required.

KNOWLEDGE, SKILLS, ABILITIES and PERSONAL CHARACTERISTICS
Good knowledge of the repair and maintenance of computers; Good knowledge of the testing, alignment and maintenance of computers; Good knowledge of the tools, terminology and safety precautions involved in electronics repair and maintenance; Working knowledge of basic electronics, including wiring diagrams, schematics and use of electronic test equipment; Knowledge of IOS, Chromebooks and android technology, tablets and wireless technologies; Ability to install, repair, upgrade and maintain a variety of computers, and other technology equipment; Ability to maintain good working relationships with computer users; Physical condition commensurate with the demands of the position.