Civil Division: BOCES; Schools
Jurisdictional Class: Competitive
EEO Category: Administrative Support
Revised: 05/02/16

COMPUTER OPERATOR AIDE

DISTINGUISHING FEATURES OF THE CLASS: The work of this class involves responsibility for independently hooking up various computer hardware and performing clerical functions associated with the technology department. This is the entry level into the computer operation series.   The incumbent may learn software installation and troubleshooting of various software programs and equipment.   Supervision is not a function of the class. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)
Transports, relocates, arranges and set-up of printers, computers, monitors and other technology equipment throughout the district;
Maintains and inspects inventory of technology equipment;
Installs various computer hardware, unjams printers, cleans keyboards and monitors, and checks power and lead cords;
Answers phone calls for computer repairs and routes to the appropriate person;
Performs various clerical functions related to the technology department such as pricing, deliveries, warranties, inventory, etc.
May learn software installation and troubleshooting of hardware and software.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of office terminology, procedures, and equipment; working knowledge in the use of micro-computers and related peripheral equipment; ability to make minor adjustments to computers and related peripheral equipment; ability to manipulate a keyboard; ability to organize and maintain accurate records and/or files; ability to communicate effectively both orally and in writing; ability to understand and follow oral and written directions; ability to computer literacy; 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* nine (9) months of full-time experience in troubleshooting, repairing computers or installing computers *or* one (1) three credit hour college course in computer repair, software applications and/or network design.

NOTE:
   1.   Verifiable part-time experience as described above will be pro-rated toward meeting full-time experience requirements.
   2.   Verifiable volunteer or internship experience as described above will be pro-rated at 50% of verifiable time toward meeting full-time experience requirements.