Jurisdictional Class: Competitive
EEO Category: Technicians
Revised: 11/28/2023

COMPUTER SERVICE TECHNICIAN

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for the repair, maintenance, installation, and removal of computer equipment, as well as minor repair to other office equipment. The incumbent assists with computer operations, such as running backup programs at night, and may also give assistance to users, as necessary. Work is performed under direct supervision of the Data Processing Supervisor, Director of the Mohawk Regional Information Center or other designated supervisor. Supervision is not a responsibility of this class. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)
Repairs, maintains, installs, and removes all computer equipment, including printers and related peripheral equipment, as well as, to other office equipment, such as electronic typewriters, copiers, etc.;
Performs preventive maintenance and cleaning on all computer and office equipment, and oversees all repair work done by outside vendors;
Assists users in the use of program applications on computers;
Assists in computer operations, such as running backup programs at night;
Maintains inventory of all equipment;
May be required to lift at least 50 lbs;
Daily travel may be required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of the repair, maintenance, installation and removal of computer equipment, as well as, minor repair to other office equipment, such as electronic typewriters; good knowledge of the tools, terminology and safety precautions involved in the repair and maintenance of computer equipment and other office equipment, such as electronic typewriters; ability to install, repair and maintain computer equipment and minor office electrical equipment; good hand and eye coordination; mechanical aptitude.

MINIMUM QUALIFICATIONS: Either:

(A)   Possession of Bachelor Degree in computer science, computer or information technology, network management or security, cybersecurity, or a closely related field; **OR**

(B)   Possession of Associate Degree in computer science, computer or information technology, network management or security, cybersecurity, or a closely related field **AND** two (2) years of experience in the installation, repair, and maintenance of computers and related peripheral equipment; **OR**

(C)   Graduation from high school or possession of a high school equivalency diploma **AND** four (4) years of experience in the installation, repair, and maintenance of computers and related peripheral equipment.

SPECIAL REQUIREMENT: Possession of a valid New York State driver's license at time of appointment. License must remain valid throughout appointment.

NOTES:
1.   Verifiable part-time experience will be pro-rated toward meeting full-time experience requirements.
2.   Degree(s) must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If the degree was awarded by an educational institution outside the United States and its territories, the candidate must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at http://www.cs.ny.gov/jobseeker/degrees.cfm. Candidates will be required to pay the evaluation fee.

Adopted: 11/21/1997
Revised: 11/09/2010, 07/10/2018, 03/30/2023, 06/14/2023, 11/28/2023