NASSAU COUNTY

SCHOOL DISTRICTS
CLASS SPECIFICATION

Title : **COMPUTER SERVICE AND SUPPORT TECHNICIAN**
Code: **030195 BTP**
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Competitive

GENERAL STATEMENT OF DUTIES
Diagnoses problems and repairs personal computers/workstations; performs related duties as required.

COMPLEXITY OF DUTIES
Under general supervision, the duties require the use of judgment in performing highly technical and complex computer repairs.

TYPICAL DUTIES
* 1. Diagnoses problems and repairs personal computers/workstations.
* 2. Replaces memory, boards, floppy discs, and hard drives in peripheral equipment/operating systems/network configurations.
* 3. Analyzes and resolves problems with printers and monitors.
* 4. Installs and reviews software on hard drives.
* 5. Adds workstations with the necessary connections to a network.
* 6. Changes ribbons and installs toner cartridges in printers.
   7. Installs computers and related equipment.

*TYPICAL ESSENTIAL FUNCTIONS

FULL PERFORMANCE KNOWLEDGES, SKILLS, AND ABILITIES
1. Thorough knowledge of principles and practices of computer operation, maintenance, and repair.
2. Considerable knowledge of computer capabilities.
3. Considerable knowledge of network operating systems and configurations.
4. Knowledge of related data processing equipment.
5. Skill in diagnosing and repairing computer malfunctions.
6. Ability to express oneself effectively, both orally and in writing.
7. Ability to establish and maintain effective working relationships with associates.

MINIMUM QUALIFICATIONS
Training and Experience
Graduation from high school
and
Completion of a two-year course in computer technology, repair, and maintenance
and
Two years of satisfactory experience repairing, maintaining, and servicing computer equipment.

NOTE: Experience, as described above, in excess of the two-year requirement, may be substituted for the two-year course, on a year-for-year basis.