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NASSAU COUNTY**Title : PERSONAL COMPUTER
SUPPORT TECHNICIAN****SCHOOL DISTRICTS****Code: 030200 BTU****CLASS SPECIFICATION****Page : 1 of 2****Competitive****GENERAL STATEMENT OF DUTIES**

Configures, maintains, and operates personal computers; supports applications and installs them onto personal computers and personal computer local area network (LAN); instructs personal computer users; performs related duties as required.

COMPLEXITY OF DUTIES

Under general supervision, the duties require the exercise of independent judgment in the performance of technically complex work involving personal computer applications.

TYPICAL DUTIES

- * 1. Configures, and assembles personal computer hardware and software.
- 2. Maintains and troubleshoots computer hardware and peripheral equipment.
- 3. Performs diagnostic testing and minor repairs on computer hardware.
- * 4. Operates personal computers and related equipment.
- * 5. Supports applications and installs them onto personal computers and a personal computer LAN.
- * 6. Instructs users in the proper operation of individual personal computers, and units on a LAN.
- * 7. Instructs in the use of personal computer hardware and related peripheral equipment, such as tape backup units, CD-ROM drives, and printers, including units attached to a LAN.
- * 8. Instructs in the use of industry standard personal operating systems such as MacIntosh, DOS, Windows, OS/2, and Novell.
- * 9. Maintains hardware and software inventory on a computerized database.
- 10. Assists in the preparation of technical specifications for all equipment and networks, and processes personal computer purchases and purchase orders.

TYPICAL ESSENTIAL FUNCTIONS*FULL PERFORMANCE KNOWLEDGES, SKILLS, AND ABILITIES**

1. Considerable knowledge of word processing, spreadsheet, database, graphics, presentation, and desktop publishing application software used in personal computers.
2. Knowledge of personal computer system configuration.
3. Knowledge of personal computer and network operating systems.
4. Ability to analyze and resolve personal computer system problems quickly and efficiently.
5. Ability to install and maintain personal computer operating systems and application software products.
6. Ability to express oneself effectively, both orally and in writing.

7. Ability to establish and maintain effective working relationships with associates and end-users.

MIMINUM QUALIFICATIONS

Training and Experience

1. Bachelor's degree from a regionally accredited or New York State registered college or university, including or supplemented by eighteen (18) credits in a computer field;
or
2. Two years of satisfactory, paid, experience working with industry standard PC (DOS) and/or MacIntosh hardware and software, which included installing software applications, or training or supporting the users, and, either
 - A. Associate's degree from a regionally accredited or New York State registered college or university, including or supplemented by twelve (12) credits in a computer field,
or
 - B. Graduation from high school
and
Completion of a New York State registered program of instruction (minimum of 300 hours), in a computer field.

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

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