

## **COMPUTER HARDWARE TECHNICIAN TRAINEE**

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves assisting in various technical areas of installation, maintenance and problem resolution for personal computers. The incumbent learns to identify hardware needs and to assist in the resolution of hardware problems. The work is performed under the direct supervision of the Director of Computer Services or other higher level supervisor. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Learns to:

Prepare specifications for purchase of computer hardware;  
Install and tests computer hardware;  
Maintain and repairs personal computers and peripheral equipment (e.g., terminals, printers, modems) not covered by warranty or service contract;  
Coordinate with service provider to ensure the timely completion of repairs;  
Coordinate the cabling necessary to establish networks;  
Maintain inventory of computer hardware, including maintenance and repair records;  
Arrange installation, maintenance or repair of computer hardware;  
May provide helpdesk related support for employees during and outside of normal business hours.

### **FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Working knowledge of modern methods, principles and techniques of data processing including networks, protocols, line conditioning, modem devices, multiplexing;  
Working knowledge of the capabilities of data processing equipment;  
Working knowledge of both mainframe and personal computer hardware characteristics, compatibilities, and cost;  
Ability to obtain in the use of tools and equipment used in the installation and repair of computer hardware;  
Ability to establish effective working relationships with employees in other departments at all levels;  
Ability to understand and follow complex oral and written instructions;  
Ability to express oneself clearly and effectively both orally and writing;  
Ability to maintain inventory and operational records;  
Ability to perform close detail work;  
Tact;  
Courtesy;  
Patience.

**MINIMUM QUALIFICATIONS:**

- (A) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in computer science, computer technology, computer repair or a closely related field; OR
- (B) Two years experience maintaining computer hardware; OR
- (C) An equivalent combination of training and experience as indicated within the limits of (A) and (B).

Special Requirement: Possession of valid New York State driver's license appropriate for the vehicle operated.

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COMPETITIVE