

AgriLife Classification Description

Last Updated: 4/17/02

0351
COMPUTER MAINTENANCE TECHNICIAN I
11/01/01

SUMMARY

General Description: Learns procedures and assists in the maintenance, troubleshooting, and repair of various types of computer equipment.

DUTIES

Typical: Learns how and assists with on-site and off-site troubleshooting, repair, and upgrade on microcomputer equipment to include interpretation of microcomputer self-diagnostic information, operation of various hardware and software diagnostic test equipment, installation, configuration, and operation of various computer operating systems, initialization of hard drives and installation and configuration computer hardware upgrades; learns how and assists with on-site and off-site troubleshooting, repair, and upgrade on printer and equipment to include performing local and network printer tests; installation of maintenance kits; running printer error logs, testing serial, parallel, and network ports and performing printer self tests and interpret error codes; learns how and assists with various administrative functions to include providing project status reports and assisting with the development and maintenance of good customer and vendor relations; learns how to follow vendor warranty procedures; learns how to utilize departmental inventory control procedures; performs the following core duties: learns how to use standard references, resource, procedural materials, and assistance from more senior staff to resolve problems; develops basic levels of technical skill and knowledge by participating in on-the-job-training, formal education, or other professional development activities; and provides limited training for student workers; performs related duties as required.

SUPERVISION

Received: General instruction and periodic review from administrative supervisor.

Given: None.

EDUCATION

Required: Associate degree in electronics technology, or certificate of advanced electronics technology training, or any equivalent combination of training and experience. One year of job related experience may substitute for one year of education.

Preferred: None.

EXPERIENCE

Required: One year of experience in the maintenance, troubleshooting, and repair of computer equipment.

Preferred: None.

KNOWLEDGE, ABILITIES AND SKILLS

Typical: Use of personal computers and computer related equipment.