

AgriLife Position Description

0355
COMPUTER MAINTENANCE TECHNICIAN II
11/01/01

SUMMARY

General Description: Performs routine maintenance, troubleshooting, and repair of various types of computer equipment.

DUTIES

Typical: Performs routine 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, backup and recovery of hard drive data, flash BIOS of system board, installation and configuration of computer hardware upgrades, assisting with troubleshooting of analog circuits to the component level and assisting with monitor repairs; performs routine 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; performs routine administrative functions to include providing project status reports, developing and maintaining good customer and vendor relations, following vendor warranty procedures, utilizing departmental inventory control procedures; performs the following core duties: uses standard references, resource, procedural materials, and assistance from more senior staff to resolve problems; develops an understanding of departmental or project quality standards; develops higher levels of technical skill and knowledge by participating in on-the-job-training, formal education, or other professional development activities; and provides training for student workers; performs related duties as required.

SUPERVISION

Received: Receives general instruction and occasional 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.

Preferred: None.

EXPERIENCE

Required: One year of job related experience may substitute for one year of education. Two years of experience in the maintenance, troubleshooting, and repair of computer equipment.

Preferred: None.

LICENSES, CERTIFICATES OR REGISTRATION

Required: None.

Preferred: None.

KNOWLEDGE, ABILITIES AND SKILLS

Typical: None