

COMPUTER SERVICES TECHNICIAN-AMP

DEFINITION

Under general supervision, installs, configures, troubleshoots and maintains a variety of computers and peripheral equipment including monitors, printers, mobile devices and other hardware and software; provides hardware and software related training, technical assistance and support to computer users. Performs other related work as required.

EXAMPLES OF DUTIES

1. Provides technical support, user assistance and training; responds to user questions and concerns, and assists in interpreting user needs and implementing solutions; develops training documents.
2. Trouble-shoots equipment problems; diagnoses and resolves problems and malfunctions related to personal computers and peripherals; inspects and tests equipment to determine feasibility of repair; orders and installs replacement parts or secures warranty-covered repair; operates test equipment and related tools and equipment.
3. Installs and maintains a variety of equipment including microcomputers, terminals and related cabling and connections to peripherals; circuit boards and additional memory, serial ports and network interface cards and wireless network connectivity; and a variety of hardware including personal computers, laptops, tablets, printers, scanners, cameras, and external storage devices.
4. Installs, tests, troubleshoots and maintains computer hardware and software including personal computer operating systems; performs computer hardware and software upgrades; analyzes and corrects software errors; removes malware infections; recommends changes in hardware, software and utilities as appropriate.
5. Maintains up-to-date information regarding software needs and software availability from manufacturers; previews software; evaluates software releases for prospective applicability; recommends the purchase of new and replacement hardware and software; ensures software licenses are current and tracked.
6. Communicates with vendors, suppliers and staff concerning equipment and program installations and warranties.
7. Participates in inventory and equipment tracking.
8. Participates in system security, confidentiality, protocols, and backups.
9. Prepares and maintains various reports, summaries and records.
10. Installs, upgrades, and migrates user computer workstations utilizing system imaging technology.
11. Establishes and troubleshoots basic Local Area Network (LAN) connectivity with computers and mobile devices.

EMPLOYMENT STANDARDS

Education/Experience

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from high school supplemented by college or technical course work in computer science and information systems.

Experience: Progressively responsible journey level experience in the installation, setup, troubleshooting and maintenance of computers and peripheral equipment, and in providing technical user support for computer hardware and software. Experience with designated environments, equipment, systems and/or software is highly desirable.

Knowledge

Knowledge of computer equipment, applications, operations, and peripheral equipment; basic theory and principles of electronics; methods, tools and procedures used in the installation, repair, maintenance, enhancement and configuration of computers, peripheral equipment and work stations; designated hardware, software, and operating systems.

Ability

Ability to effectively install, configure, troubleshoot, and maintain a variety of computers and peripheral equipment; train and provide technical support to users in computer operation and software use; learn and train users in software specific to staff needs; read and interpret documents such as operating and maintenance instructions and technical procedure manuals; effectively present information and respond to questions from staff and vendors; define problems, collect data, establish facts and draw valid conclusions; interpret an extensive variety of technical instructions and work effectively with abstract and concrete variables; schedule and perform work to meet established time lines; establish and maintain accurate records; prepare reports and summaries; maintain level of knowledge required for satisfactory job performance; establish and maintain effective working relationships with employees, vendors, contractors and the public.

Special Requirements

Willingness and/or ability to work outside regularly scheduled hours to meet operational needs and to respond to after-hours emergency calls as required. .

Other Requirements

Selected positions require possession of a valid California Driver's License and satisfactory driving record as a condition of initial and continued employment.