

COMPUTER SERVICE
OCCUPATIONAL GROUP

CODE NO. 13616

SUPERVISING COMPUTER SERVICE TECHNICIAN

General Statement of Duties and Responsibilities

Under general supervision, with very considerable latitude for independent initiative and judgment, supervises a computer repair center staffed with Computer Service Technicians and other support staff and containing equipment, materials, technical data, etc., necessary to maintain, troubleshoot, repair and replace computer components in field locations and in the computer repair center and/or serves as technical resource person in the diagnosis and correction of computer and peripheral hardware problems in order to maintain efficient functioning of minicomputer and microcomputer operations and to minimize downtime in the case of system failure. All personnel perform related work.

Examples of Typical Tasks

Supervises Computer Service Technicians responsible for maintaining, troubleshooting, replacing and repairing computer parts and components in field locations and in a computer repair center; plans and assigns work; tests and examines completed work to ensure satisfactory work output.

Provides technical supervision and serves as technical resource person in the diagnosis and correction of computer and peripheral hardware problems, including failure analysis in a complex computer environment which may include mainframes and a large communications network or local area network.

Performs administrative work relative to the operation of the computer repair center in such activities as computer maintenance and service records, inventory control, purchasing and ordering supplies, budget preparation and control, etc.

Trains and instructs computer service technicians to upgrade skills, improve work performance and methods, and update technical knowledge.

In the temporary absence of the supervisor, may perform the duties of that position.

Drives a motor vehicle in the normal course of daily assignments.

Qualification Requirements

1. A four-year high school diploma or its educational equivalent and four years of satisfactory, full-time experience in computer maintenance and repair, one year of which must have been in the supervision of staff performing computer maintenance and repair; or
2. Education and/or experience equivalent to "1" above. However, all candidates must have the one year of supervisory experience as described in "1" above. Graduation from a certified technical training program in computer maintenance and repair may be substituted for one year of the general experience.

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License Requirement

A Motor Vehicle Driver License valid in the State of New York.

Direct Lines of Promotion

From: Computer Service Technician (13615) To: None