# Microcomputer Maintenance Technician

**JOB SUMMARY:**
This is a technical position responsible for preventative maintenance, repair and installation of various types of computer equipment. The employee diagnoses problems and repairs various equipment such as computers, laptops, phones, printers, network, and other equipment as required. This also includes software installation, patching, and troubleshooting. This is a position that requires good customer services skills, as it involves working directly with the users and providing on site and remote support.

**RESPONSIBILITIES:**

Analyzes and verifies computers and/or equipment malfunction using diagnostics and other repair procedures;

Installs and troubleshoots software;

Tests, installs, and repairs computer equipment, telephones, printers, and network equipment;

Sets up and demonstrates computer equipment as required;

Works with vendors to install and troubleshoot IT systems;

Maintains records on computer equipment parts inventory and repairs made;

Answers and responds to Help Desk calls to solve problems;

Other duties as assigned.

## **Minimum Qualification:**

Graduation from an accredited or New York State registered college or university with an Associate’s degree in Electronic Technology, Microcomputer repair, or related field with a minimum of 9 credit hours in digital electronics OR;

Two (2) years of paid full-time or its part-time equivalent experience in maintenance and repair of microcomputers and related equipment, OR;

Successful completion of a recognized course in microcomputer repair such as training courses offered by the military, microcomputer hardware vendors or consultants, or any other training course providing “hands on” microcomputer repair experience, plus one (1) year of experience as described.

Annual salary starting at $48,500 plus excellent benefit package.