

**Jurisdiction: Ithaca City School District**

**Jurisdictional Class: Competitive**

**Adopted: 07/28/97**

## **MICROCOMPUTER TECHNICIAN**

**DISTINGUISHING FEATURES OF THE CLASS:** This position is responsible for providing technical support for the educational and administrative computer hardware and software maintained by the Ithaca City School District. The position differs from that of Microcomputer Specialist by its more limited scope of responsibility and activity. The work is performed under the general supervision of the Director of Information and Instructional Technology. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

- Assists with installations, maintenance and troubleshooting of district hardware systems;
- Assists with installations, maintenance and troubleshooting of district application software;
- Assists with set-ups and maintenance of mini-lab environments;
- Assists with the installation and maintenance of district networking hardware and software;
- Assists in the maintenance of the annual district-wide hardware and software inventories;
- Provides help desk support for computer users for hardware and software;
- Assists in software testing.

**FULL PERFORMANCE KNOWLEDGES/SKILLS/ABILITIES/PERSONAL CHARACTERISTICS:** Good technical knowledge of micro-computer hardware; good technical knowledge of computer peripherals, including printer types and styles, CD-ROMs, LCD Panels, Laser Disk Players, etc; good technical knowledge of computer telecommunication systems; good technical knowledge of micro-computer telecommunication systems; good technical knowledge of microcomputer operating systems, including DOS, Windows, Macintosh, Windows NT, etc.; good technical knowledge of District software applications, including word-processing, database, spreadsheet, electronic mail, multimedia, and networking software; excellent interpersonal, oral and written communication skills; ability to establish effective working relationships with others; ability to communicate technical information to others; ability to analyze and solve problems relating to computer operations; versatility; reliability; physical condition commensurate with the demands of the position.

### **MINIMUM QUALIFICATIONS:**

- A. Graduation from high school or possession of a high school equivalency diploma AND one (1) year of full-time paid experience, or its part-time paid equivalent, in computer repair or support; or
- B. Graduation from high school or possession of a high school equivalency diploma AND successful completion of a six-month course in computer repair or computer science; or
- C. Any equivalent combination of training and experience as defined by the limits of (a) and (b).