Computer Technician II

Job Code 00007178

General Description
Responsible for providing logistical, managerial, and technical support for the operation of campus-wide computer repair center.

Examples of Duties
Provide technical support for staff.
Provide resolutions of service issues.
Update and maintain service parts inventory.
Service and maintain personal computers, printers, and terminals.
Troubleshoot and repair problems with software conflicts.
Data entry into repair shop logging database.
Organize repair shop.
Provide managers with work status.
Work with support staff regarding messages, computer intake, and invoicing.
Evaluate equipment at UDC for usefulness.
Acquire replacement parts.
Provide upgrade solutions, cables, adapters, and network cards.
Create and organize computer maintenance contracts.
Provide customer service.
Practice and promote shop safety.
Hire, train, and supervise student workers.
Maintain knowledge of individual vendor repair and order policies.
Perform other duties as assigned.

Knowledge, Skills, and Abilities
Knowledge of: advanced computer repair techniques; troubleshooting methods for computer systems; related university policies and procedures; computer and electronic test equipment; safety precautions of electric circuits; advanced computer hardware and architecture; electronic principles; laser printer technology; video and basic networking principles, TCP/IP, Ethernet; different computer manufacturers and how to disassemble, repair, and reassemble their products; software viruses and how to correct them; use of e-mail; safety procedures; database principles; customer service.
Skill in: interact courteously with often hostile members of the public; mediating disputes among others; establishing and maintaining good rapport with vendors; working as a team member; interviewing potential employees; problem solving and decision making.
Ability to: read and understand technical manuals, blueprints and schematics, On-screen help, e-mail, internet sites, reference books, vendor’s catalogs and price lists, policy and procedure manuals;
create grammatically correct reports, parts requests, and other correspondence; effectively communicate; prioritize workload of self and others; troubleshoot computer hardware; perform basic math; explain technical material to lay persons.

**Education and Experience**
To qualify for this classification, an individual must possess any combination of experience and education that would likely produce the required knowledge, skills, and abilities.

**Other Requirements**

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