**Position:** Computer/Telephone Technician  
**Position Number:**  
**Department/Site:** I.T.  
**FLSA:** Non-Exempt – (Classified CSEA)  
**Reports to:** Director, dean, or other administrator in assigned area  
**Salary Range:** 35

**BASIC FUNCTION:**

Under the direction of the Director of Information Technology Resources, install, maintain and upgrade PC and Macintosh computers, computer terminals, terminal lines, associated equipment and software; maintain campus telephone and switchboard system and related equipment; maintain materials for computer and telephone repairs and maintenance.

**REPRESENTATIVE DUTIES:**

- Install, maintain, repair and update computer hardware, software and networks; install and upgrade computer terminals, terminal lines and associated equipment; maintain computer equipment, computer terminals and accessories.

- Prepare schedules for preventive maintenance, inspection and care of computers, terminals, peripherals and telephone systems; perform semi-annual preventive maintenance on computers, computer terminals and associated equipment.

- Develop and maintain a system for telephone servicing; install, maintain, repair and upgrade software for the campus telephone system; program the telephone system computer as needed to provide telephone users with needed capabilities.

- Develop and maintain proper level of materials and supplies needed for repair of computer, associated equipment, computer terminals and telephones; prepare budget requests and requisitions for purchase of materials, equipment and supplies.

- Operate computers and monitor communication systems and equipment, such as communication lines, terminals and printers; respond to malfunctions, abnormalities or emergency situations in computer and telephone operations.

- Operate and maintain a variety of specialized hand and power tools and equipment, including drills, saws, network test equipment, fiber test equipment and others; drive a vehicle to conduct work; operate trenching and concrete core drilling equipment.

- Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

KNOWLEDGE OF:
- Electronic and computer theory and electrical practices.
- Telecommunications system functions, including fiber optics.
- Repair and troubleshooting procedures for computers, impact printers, laser printers, monitors, terminals and telephone equipment and systems.
- Operating systems and commonly used application programs.
- Computer hardware and software applications.
- Commonly used computer networks, including the installation, maintenance, troubleshooting and repair of related networks.
- Repair and troubleshooting procedures for telephones, communication lines and related equipment.

ABILITY TO:
- Repair and maintain computer equipment including CPU, drives, impact and laser printers, monitors, keyboards and other peripherals.
- Repair and maintain computer terminals, terminal lines and associated equipment.
- Read and interpret electronic and electrical schematic diagrams.
- Schedule preventive maintenance of computers, terminals and peripherals.
- Perform preventive procedures on common computer systems, telephones and related equipment.
- Make proper adjustments to disk drives, keyboards and printers used with a computer.
- Identify and repair faults to the board level of a computer.
- Write short diagnostic program for fault isolation.
- Arrange for off-set computer and telephone equipment repair, as necessary.
- Install, maintain and manage computer networks.
- Remain current on hardware, software and maintenance developments.
- Write clear, concise instructions and explanations.
- Maintain accurate records.
- Work independently with little direction.
- Establish and maintain cooperative and effective working relationships with others.

EDUCATION AND EXPERIENCE:
Any combination equivalent to: associate’s degree in electronics or related field and three years of experience troubleshooting and repairing microcomputers and associated equipment including some experience working with telephone and PBX systems.

WORKING CONDITIONS:
ENVIRONMENT:
Indoor and outdoor work environment.

PHYSICAL DEMANDS:
Lifting and carrying heavy boxes and equipment.
Dexterity of hands and fingers to operate a computer keyboard.
Sitting or standing for extended periods of time.
Bending at the waist, kneeling or crouching to perform repairs.