

## **SENIOR INFORMATION SERVICES TECHNICIAN - 396**

### **DEFINITION OF WORK**

Under regular supervision, performs responsible technical work in overseeing the installation and repair of terminals, personal computers and microcomputers; does related work as required.

### **EXAMPLES OF WORK**

Oversees the installation of terminals, personal computers, microcomputers and modems; determines the need for repairs performed internally or for repairs at a service center; works with users and trains them of proper use of their equipment; ensures the proper maintenance of inventory records and locations of all equipment; may operate ODT (Operator Control Station) of mainframe to check status of station and job tables; ensures that functions necessary to establish, clean and ready terminals are performed; uses monitor in determining problem source and action to be taken to clear problem; picks up and delivers terminals to service centers for repairs; trains subordinate EDP Technicians on procedures, industry standards and proper equipment use within assigned area; serves as the primary internal resource for bench repairs in assigned area.

### **EMPLOYMENT STANDARDS**

Education and Experience: Any combination of education and experience equivalent to graduation from high school and a technical school with an associate degree in electronics with course work in digital electronics. Considerable experience in the installation, maintenance and repair of electronic equipment. Preference will be given to those with specific experience in the area of assignment.

Knowledge, Skills and Abilities: Thorough knowledge of the installation of terminals, personal computers and microcomputers; ability to run terminal lines as required; ability to work with users and train them in the proper use of their equipment; ability to operate ODT of mainframe to check status of station and job tables; ability to supervise others; ability to work independently with direction of assignments based upon user/operator needs.

### **SPECIAL REQUIREMENT**

Possession of a valid North Carolina driver's license.

