

Job Description

Job Title:	Computer Repair Technician
Department:	Information Svstems and Technoloav
Reports To:	Manager. Technoloav Intearated Services
Jobs Reporting:	none
Salary Grade:	USG 5-6
Effective Date:	October 10. 2019

Primary Purpose

The technician works with and assists other IST staff to provide services in the area of workstations, printers, networks, UPS's and accessories to the university community

Key Accountabilities

Hardware Support and Imaging

- Under general supervision, carry out diagnostic and repair work on computer workstations, accessories, and UPS's; Some heavy lifting is required
- Perform system imaging under the guidance of a Systems Integration Specialist

Equipment and Environment Monitoring

- Monitor workstations under IST control to ensure equipment is functional both in software and hardware

Network Connectivity Support

- Under general supervision, make network connections live for users and assist in network closet maintenance

Continuous Improvement

- Attend training courses and seminars as required to gain technical expertise on new devices and adhere to required safety procedures

Customer and Vendor Interaction

- Consult with customers as required to explain fault diagnosis, cost of repair, possible alternatives and liaise with vendor support for warranty and RMA processes
- Handle shipping and receiving of equipment for IST

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- College diploma or University degree in a computer related field or equivalent education/or experience.

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Experience

- Some computer repair experience is a definite asset.

Knowledge/Skills/Abilities

- Ability to integrate hardware theory, operating system and application knowledge to diagnose and resolve problems with the computers
- Strong aptitude for repairing common failures of computing and peripheral hardware
- Coordinating, assigning, tracking and resolving client initiated problem reports.
- Maintain accurate records of repairs
- General knowledge of computer hardware including desktop and network servers.
- Knowledge of network connectivity, integration and protocols and how the campus network is operated
- Knowledge of the supported workstations and other equipment supported by IST
- Understanding of computer hardware, its basic components and their capabilities and limitations
- General knowledge of the supported desktop computing environments and issues related to the trouble shooting, and configuration of these environments;
- Developing a base of known problem solving techniques and solutions

Nature and Scope

- **Contacts:** Works with the university community, contacts vendor support
- **Level of Responsibility:** Self-selects tickets to work on and is assigned work
- **Decision-Making Authority:** Identifies solutions and implements them, works with vendor support, escalates to manager if money is required or the solution is not clear
- **Physical and Sensory Demands:** attention to detail, lifting and carrying of equipment (up to 50lbs)
- **Working Environment:** working around campus in network telecom rooms, labs, classrooms, and offices