

Title: Computer Technician II	Effective Date: May 11, 2012	Grade: VII	Job Category: Technician
Prior Title: Senior Computer Operator	Prior Effective Date: August 24, 2007	Grade: VII	Page: 1 of 1

CHARACTERISTICS OF WORK

Under general supervision, this position is responsible for the operation and control of computer hardware and systems.

EXAMPLES OF WORK

The following examples are intended only as illustrations of various types of work performed. No attempt is made to be exhaustive. Related, similar, or other logical duties are performed as assigned. The Department may require employees to perform functions beyond those contained in job descriptions. The Department may modify job descriptions based on Department needs. The Arkansas State Highway and Transportation Department is an "at will" employer.

- Responsible for receiving all computer equipment arriving in division and for initiating inventory control procedures.
- Clean, adjust and perform necessary routine customer maintenance.
- Understand and comply with Department's procedure manuals and technical references.
- Procure and maintain adequate supplies with the computer room necessary for uninterrupted flow of work.
- Monitor systems for software/hardware malfunctions and notify appropriate personnel and assist technicians in solving problems.
- Maintain competence in resolving most hardware and software malfunctions without assistance.

MINIMUM REQUIREMENTS

The educational equivalent to a diploma from an accredited high school, plus two years advanced training in computer technology and operations. Knowledge and familiarity with the operation, capabilities and limitations of the Department's hardware. Ability to follow instructions and specifications, then apply procedures. Ability to perform mechanical operations and make adjustments to equipment.

("Accredited" means the educational institution or program is accredited by an accrediting organization recognized either by the United States Department of Education or by the Council for Higher Education Accreditation.)

