

Title:	Technology Technician I
Reports to:	Technology Director
Terms of Employment:	12 months
Salary:	NC State Salary Schedule

NATURE OF WORK

An individual in this class performs skilled repair and maintenance of all technology- related equipment as well as technical support for all technology-related systems. Employee provides technical support to users including, but not limited to, technical advice on equipment setup and operation, general troubleshooting, and software installation. Employee typically works in a centralized microcomputer environment; however, positions may be located in other environments. Employee reads and interprets schematics, wiring diagrams, and repair manuals to provide required technical support.

ILLUSTRATIVE EXAMPLES OF WORK

Repairs, maintains, and upgrades technology-related equipment.

Reads and interprets schematics, wiring diagrams, and manuals.

Operates standard and specialized electronics devices in testing and troubleshooting computer and other technology-related equipment.

Maintains an inventory of electronics components needed to make timely repairs.

Uses a work-order tracking system for routine repair and maintenance of equipment. Refer complex problems to higher level technical support.

KNOWLEDGE, SKILLS AND ABILITIES

Basic knowledge of electronic principles and fundamentals of physics as applied in electronics.

General knowledge of computers and related technology devices.

General knowledge of electronics devices.

Familiarity with the operation and uses of standard test equipment.

Basic knowledge of mathematical principles as applied in electronic circuit analysis.

Ability to systematically troubleshoot standard electronics devices.

Ability to communicate effectively with users.

SUGGESTED TRAINING AND EXPERIENCE

Graduation from a two-year college or technical school with coursework on electronics and computers and one year experience; or an equivalent combination of training and experience.