



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.