

## **COMPUTER INSTALLATION ASSISTANT**

**DISTINGUISHING FEATURES OF THE CLASS:** This is technical work that involves assisting in the installation, configuration, minor repair and troubleshooting of computer hardware and software. The work is performed under the direction of a higher-level computer systems employee. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Receives and unpacks personal computers, terminals, printers, etc.;

Assists in the installation of personal computers, printers, scanners and other peripherals;

Troubleshoots and resolves, or refers to a computer systems employee, basic hardware and software issues during the installation process;

Runs twisted pair, telephone and coaxial wires;

Installs, under specific instructions, a variety of network and personal computer components such as network interface cards, modems, CD-ROM drives, tape drives, memory, etc.;

Ensures that all installed systems are functioning properly and meet the user's requirements;

Provides basic user training on how to use installed software and hardware;

Manages cabling and wiring infrastructure to ensure optimal performance and aesthetics;

Maintains records of installed systems and configurations.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Working knowledge of personal computers, printers and related peripherals; working knowledge of system software (e.g., Windows, Word, Excel, Access); ability to run cable; ability to provide simple instructions to users; ability to understand and carry out oral and written instructions; ability to effectively present ideas; ability to establish and maintain cooperative relations with others.

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of an equivalency diploma and:

1. One (1) year of experience that involved troubleshooting, repairing or installing computers or peripheral equipment as a major function of the work\*; or
2. Twelve (12) college credits in Computer Science, Information Technology, Management Information Systems or comparable curriculum.

\*Major function of the work is defined as 50% or more of the day-to-day work experience.