

## **COMPUTER INSTALLATION ASSISTANT**

**DISTINGUISHING FEATURES OF THE CLASS:** This is technical and manual work that involves the installation and minor troubleshooting of a variety of data processing equipment in a networked and stand-alone environment such as desktop personal computers, printers and other peripherals. The work may include simple instruction to users on start up and shut down procedures, adjusting monitor brightness, centering desktop, replacing printer toner, etc. Work is performed under the direction of a higher-level computer systems employee. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Unpacks personal computers, terminals, printers, etc. and keeps track of instruction booklets as well as warranty information;

Assists in the installation of personal computers, terminals, printers, etc. by following specific instructions for same and relocates existing equipment as needed;

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.;

Troubleshoots and repairs a wide variety of cabling problems such as loose or broken connections and broken connectors;

Assists in simple data entry projects.

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

Working knowledge of personal computers, printers and related peripherals; ability to run cable; ability to provide simple instruction to users; ability to understand and carry out oral and written instructions; ability to effectively present ideas; ability to distinguish colors or wires and to connect them; ability to physically move equipment and supplies.

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of an equivalency diploma and two (2) years of paid work experience which involved the operation of a personal computer in the performance of the work (such as tracking inventory or posting data to defined fields).