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# Example of Computer Repair Technician Job Description

Our innovative and growing company is looking for a computer repair technician. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for computer repair technician

* Create trouble call tickets and assign to appropriate personnel
* Follow up on all open and closed tickets to ensure timely and effective resolution of issues
* Develop user guides and procedure manuals for specialized computer applications or training purposes
* Providing computer support to include software and hardware troubleshooting, configuration and installation
* Using diagnostic tools properly to determine issues with hardware and software
* Utilizing ServiceNow system to document and track all incidents and service requests
* Ensuring proper service ticket documentation and follow up are completed
* Assisting with related tasks as assigned
* Provide direct fleet repair support and engineering services for the AN/SQQ-89A(V)15 Sonar system
* Shipping, packing and record keeping functions associated with the repair and diagnostics of US Navy equipment

## Qualifications for computer repair technician

* Associate’s Degree in Computer Electronics, Science, Technology, or similar field, with heavy emphasis on computer LAN
* Familiar with all current Operating Systems and proficient with Windows platforms
* Shall possess the experience with Interrupt Request (IRQ), Memory and Input/output (IO) de-confliction for audiovisual peripheral to ensure no interruption in use of audiovisual equipment
* IAW DoD 8570.01M (chapter 2) possess and maintain Information Assurance Technician Level 2 certification
* Work is performed in a warehouse setting with temperature fluctuations seasonally
* Required to regularly lift and/or move up to ten pounds, frequently lift and/or move up to 50 pounds