

Computer Repair Technician Job Description

Duties and Responsibilities:

- Perform installation and configuration of peripherals, microcomputer workstations, LAN/WAN components, and printers
- Diagnose equipment failures and/or printer problems; perform required repairs; replace bad components in field if a suitable spare is available, or bring them back to shop for repair; reinstall repaired equipment; install loaner equipment
- Investigate LAN/WAN failures, carry out repair on equipment or completely replace it if necessary
- Carry out preventive maintenance tasks on microcomputer, all types of printers, and peripherals
- Keep correct record of asset management tracking, inventory control, work completed, and work in progress
- Keep documentation of parts inventory, order for parts, and supplies delivered
- Provide assistance to other company personnel as may be needed to enable them complete their assigned duties
- Perform other tasks that may be assigned.

Computer Repair Technician Requirements – Skills, Knowledge, and Abilities

- Have completed High School education with a Diploma or possess GED
- Possess valid driver's license
- Completion of one year technical or trade school in computer technology or electronics or equivalent work experience
- Strong knowledge of IBM and MacIntosh workstations, associated peripherals, and fundamental operating principles
- Strong working knowledge of LAN/WAN components, application, essential operating principles, as well as knowledge of network printing

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- Possess relevant professional certifications for repairs of varieties of peripherals, microcomputers, LAN/WAN components, as well as low-voltage cabling such as IBM, Apple, Hewlett Packard, MacIntosh, Epson, and Dell
- Strong ability to collaborate effectively with other professionals in a cooperative team environment, sharing responsibilities and workload
- Excellent communication skill (both verbal and written) to be able to relate effectively with all levels of personnel in the organization
- Ability to provide excellent customer service by relating with customers in a professional and courteous manner
- Must be physically fit and be able to lift weight of up to 65 pounds to chest height.