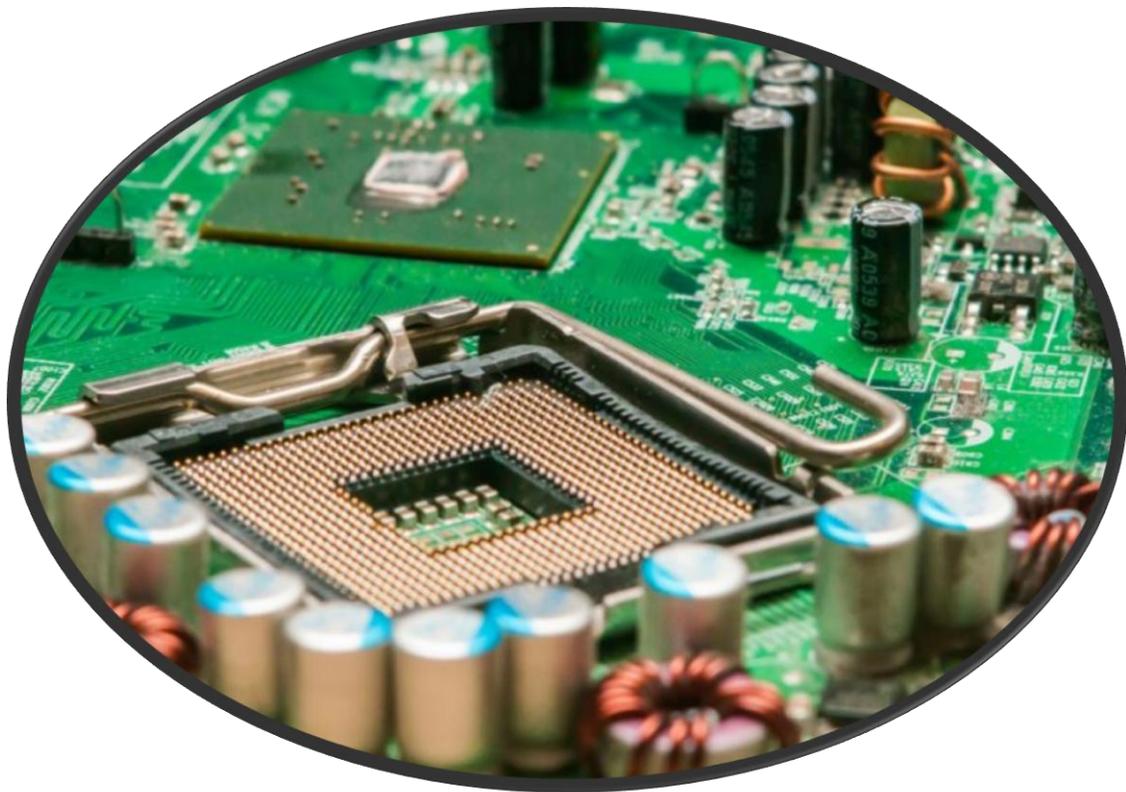


My Career in Computer Maintenance



With a *Certificate in Computer Maintenance*, graduates may have the possible *career options* of the following:

- Computer Repair Technician

Computer Repair Technician

The job descriptions and job specifications for this career, is as follows:

Career Overview

This career involves providing excellent customer service while providing computer service and repairs. It deals with the installation, maintenance and repair of computer systems and equipment in companies, and for private individuals.

Typical Duties:

- Installing new IT systems
- Upgrading existing hardware and software
- Visiting home users to set up their PCs or fix faulty equipment
- Testing systems to make sure that they are working properly
- Servicing printers, scanners and other office equipment (known as peripherals)
- Preparing cost estimates for new installations
- Carrying out routine administration, like organizing staff rotas.
- Training staff to use equipment correctly

Work Environment

Technicians may work a regular work week in a small, medium or large firm or independently. Whether working for yourself or an employer, you may be required to do field visits to clients. In some instances you may also work on a shift system or outside regular business hours.

Qualification and Licenses

This varies substantially based on employer and job position however; a qualification in Electronics would be required. Individuals would need basic networking knowledge and skill, health and safety awareness, competence with hardware and software installation and proficiency in maintenance and repair of IT equipment. Depending on the work environment, there are various certifications to be obtained.

Essential Qualities and Skills

- ❖ Awareness of electrical safety issues
- ❖ Excellent problem-solving skills
- ❖ Patience and an organized approach to tasks
- ❖ Thorough knowledge of operating systems, hardware and commonly used software
- ❖ Good communication and customer service skills
- ❖ Ability to meet deadlines and attention to detail
- ❖ Willingness to keep up to date with IT developments
- ❖ Ability to listen actively with social perception
- ❖ Ability to manage time effectively
- ❖ Good judgment and decision making

References

<https://nationalcareersservice.direct.gov.uk/advice/planning/jobprofiles/Pages/computerserviceandrepairtechnician.aspx> Retrieved February 2016

http://study.com/articles/Computer_Maintenance_Technician_Job_Description_and_Requirements.html Retrieved February 2016