

## NO RTEC JOB SPECIFIC SKILLS COMPETENCY

Updated 3/24/00

ELECTRONIC SALES AND SERVICE TECHNICIAN (Industrial)

DOT: 828.251-010 SVP 7

**Job Description:** Analyzes technical requirements of customers for electronic equipment, including radar, sonar, navigational equipment, industrial and medical measuring and control devices, and computers; performs installation and maintenance duties regarding same. *Physical Demands* - Mildly active w/medium lifting, carrying, or moving (up to 50 lbs); *General Educational Development* - R4 M3 L3; *Aptitudes* - Above average General Learning Ability, Verbal, Numerical, Spatial, Form Perception, Motor Coordination, Finger Dexterity and Manual Dexterity - Average Clerical Perception.

### CORE SKILL COMPETENCIES/INDICATORS:

1. Can demonstrate ability to determine feasibility of using and/or upgrading standardized equipment. (R, T, S, IN)
2. Can demonstrate ability to develop specifications necessary for equipment to perform additional functions. (R, T, I, S, IN)
3. Can demonstrate ability to correctly analyze technical requirements of customers desiring to utilize electronic equipment. (R, T, S, IN)
4. Can demonstrate ability to correctly install equipment in offices, add equipment in expanding offices or replace outdated equipment. (R, T, S, IN)
5. Can demonstrate proper techniques used to perform routine maintenance on complex communications equipment. (R, T, S, IN)
6. Can demonstrate ability to locate malfunction(s) in equipment. (R, T, S, IN)
7. Can demonstrate proper techniques used to repair or replace faulty mechanical or electronic components. (R, T, S, IN)
8. Can demonstrate ability to appropriately answer customers questions and give technical advice on ways to keep equipment in good operating condition. (I, S, IN)
9. Can demonstrate ability to appropriately answer standard questions relating to equipment functions, capabilities and operations. (R, T, I, S, IN)
10. Can demonstrate knowledge of basic electronics and/or electrical technology. (T, S)
11. Can demonstrate ability to effectively and appropriately communicate with members of a technical team. (I, S, IN)
12. Can demonstrate ability to effectively and appropriately communicate with customers. (I, S)
13. Can demonstrate ability to work independently to complete assignments/responsibilities. (R)
14. Can demonstrate ability to appropriately prioritize assignments/tasks. (R, S, IN)
15. Can demonstrate proper techniques used to enter instructions into a computer terminal and analyze the output. (T, S, IN)
16. Can demonstrate proper techniques used to repair, test and modify a variety of communications equipment. (T, S, IN)
17. Can demonstrate proper use and care of specialized tools and test equipment. (R, T)
18. Can demonstrate proper techniques used to rearrange, repair, adjust and/or maintain cable connections to ensure service is not interrupted. (R, T, S, IN)