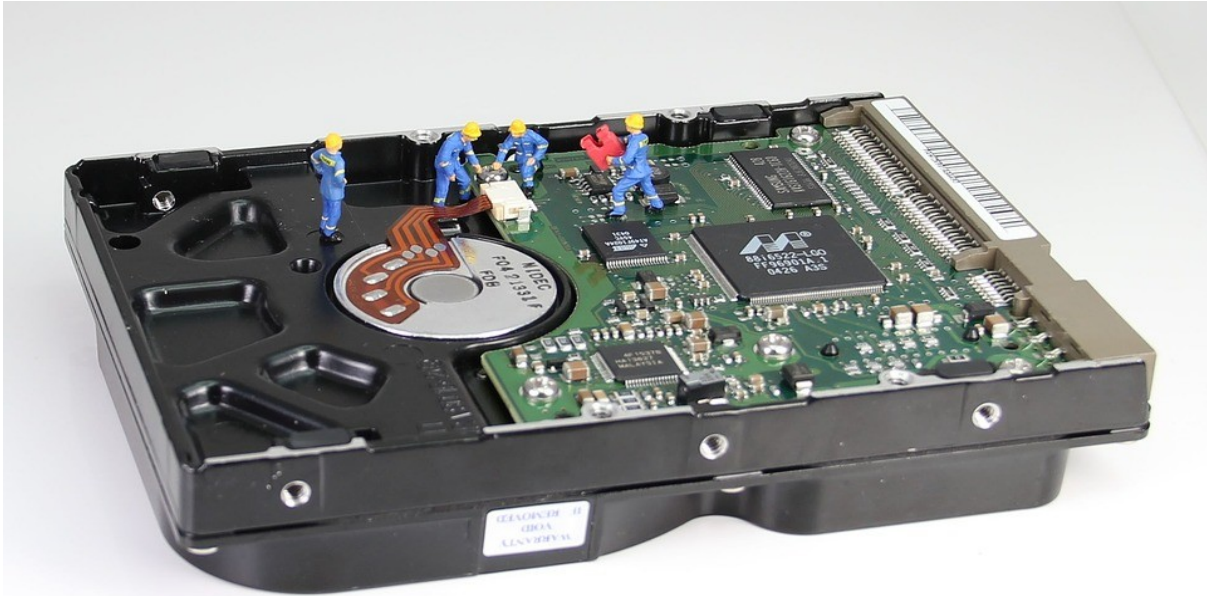


# Faculty : COMPUTER ENGINEERING



**Acronym:** MASYIN

**Option:** MAINTENANCE OF COMPUTER SYSTEMS

**Level:** BTS

**Prerequisite:** Scientific series or equivalent level

**Opportunities:**

- IT Project Manager ;
- IT Developer ;
- Maintenance technician in automatic distribution

**Description :**

This specialty trains senior technicians capable of maintaining and repairing computer equipment. They can also install new equipment or provide user training.

**Specific skills:**

- Remotely diagnose a computer hardware or software malfunction;
- Identify the resources required to resolve the malfunction and direct the call if necessary (on-site maintenance, specialized technician, etc.);

- Identify the intervention phases based on information from the help desk diagnostic, the hot line, manufacturer files;
- Change or repair a defective element or assembly;
- Configure the workstation as needed by the user and perform functional tests;
- Perform cleaning and adjustment operations on materials and equipment.
- Guide the user to resolve the malfunction or take control remotely;

### **Quality and skills:**

- Work independently, collaborate as a team;
- Analyze, synthesize a professional document (French, English);
- Communicate orally, in writing, in business or outside (French, English);
- Participate in / Lead a project management process;
- Know and use professional and institutional networks in the IT sectors.