

**ST. MARY'S COUNTY PUBLIC SCHOOLS  
EDUCATION SUPPORT PROFESSIONAL POSITION DESCRIPTION**

**Computer Support Specialist I**

**POSITION:** Computer Support Specialist I

**REPORTS TO:** Director of Information Technology and/or Coordinator of Information Technology

**LOCATION:** Various Sites

**NATURE OF WORK:**

This is a skilled technical position in the installation, maintenance, and repair of computers and mobile devices as well as maintenance and repair of interactive boards, public address systems, and communication systems including VoIP phones, audio-visual equipment, and network equipment. The position also requires extensive work with network and software related problems. The work is performed under the general direction of the Director of Information Technology and/or Coordinator of Information Technology.

**ESSENTIAL FUNCTIONS:**

- Troubleshoots, repairs and performs preventative maintenance of computers, mobile devices such as iPads, printers, public address systems, communication systems including VoIP, audio-visual equipment, and network equipment;
- Ability to effectively communicate both orally and in writing;
- Ability to troubleshoot software related problems;
- Ability to comply with safety rules and regulations;
- Ability to troubleshoot and make effective repairs on technology/AV equipment;
- Ability to read and work from service manuals and schematics;
- Ability to work well with others;
- Must possess a Maryland's drivers license;
- Must be able to lift and carry 50 pounds; and
- Must be able to work from ladder.

**DUTIES AND RESPONSIBILITIES:**

- Performs skilled work diagnosing, troubleshooting, installing, and maintaining computers, networks, communications devices, audio-visual and interactive systems;
- Installs and upgrades computer hardware and software;
- Installs and repairs communications systems, public address systems and audio-visual equipment;
- Responds to emergencies as required;
- Install and setup computers on site;
- Troubleshoot software related problems;
- Install various types of communication wire;
- Interact and work with others in a professional manner;
- Provide timely customer service; and
- Performs other duties as assigned.

**QUALIFICATIONS:**

- High school diploma;
- Possess CompTIA A+ certification or must be able to obtain a CompTIA A+ Certification within six (6) months of hire (Applicant should upload their certification document(s) if applicable);
- Six(6) months or more on the job experience installing, repairing, and maintaining computers;

- Current knowledge of Windows OS, Microsoft Office suite, Google Apps and related software;
- Current knowledge of the operation of computer hardware and mobile devices, LAN/WAN hardware, and TCP/IP networking;
- Skilled in proper use of small hand tools, basic electronic test equipment, and materials of the trade;
- One (1) year experience supporting one or more of the following is preferred:
  - VoIP and analog communication systems
  - public address systems
  - audio-visual equipment
  - interactive technology; and
- Must possess a valid Maryland driver's license at the time of employment; applicant may be required to use a personal vehicle, with mileage reimbursed at the county rate, when required to travel between locations during the same day.

**TERM OF EMPLOYMENT:**

Full-time twelve-month position.

**SALARY GRADE RANGE:**

The salary for this position will be based on the schedule EASMC-ESP for twelve-month eight-hour employees – Range 15.

Bargaining Unit Eligibility: EASMC-ESP