

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

Information Technology Specialist

POSITION: Information Technology Specialist

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

LOCATION: Department of Information Technology Services

NATURE OF WORK:

The Information Technology Specialist shall assist in providing administration of information technology projects for various facilities for which the St. Mary's County Public Schools (SMCPS) is responsible. This includes project planning, knowledge of technology systems, IT needs of SMCPS and its staff, and vendor management. The work is performed under the general direction of the Director of Information Technology or the Coordinator of Information Technology.

ESSENTIAL FUNCTIONS:

- Acts as a Subject Matter Expert (SME) in assigned areas;
- Responsible for managing the life cycle of their assigned SME issues;
- Works with manufacture and or vendor representatives on design and support projects;
- Proactively maintain availability of critical systems;
- Maintains a knowledge base in the department Helpdesk; and
- Provides training to others in their area of expertise.

DUTIES AND RESPONSIBILITIES:

- Provides coordination and inspection of new installations of technology systems to ensure functionality within parameters established by the SMCPS.
- Documents technical processes and organizational guidelines for the Department of Information Technology.
- Responsible for the development of system specification analysis and cost estimates for the deployment, alteration, repair, and maintenance of new and existing SMCPS technology infrastructure and equipment.
- Works with vendors to determine system selections based on price, technical functionality, and support.
- Meets with and prepares reports for all levels of management within and outside of the organization. Makes presentations to stakeholder groups relative to technology planning, needs/goals of technology, project status, and program overviews.
- Performs any duties and other responsibilities as assigned by the Director of Information Technology or designee.

QUALIFICATIONS:

- Has worked independently in a computer support role for at least 2 years;
- Demonstrated in-depth knowledge of computer networks, systems administration, systems design, infrastructure cabling, fiber optic cabling, and network troubleshooting;
- Excellent human relations and communication skills; and
- In addition, must meet 2 of the following:
 - Current industry recognized certification in subject matter
 - Current Windows Enterprise Desktop Support Technician Certification
 - Current Microsoft MCSA
 - Current Apple Certified Mac Technician
 - Current CompTIA Network+
 - Current CompTIA Security+
 - Associates Degree or equivalent in related field

TERM OF EMPLOYMENT:

Full-time twelve-month position.

SALARY GRADE RANGE:

The salary for this EXEMPT position will be based on the Non-Certificated salary schedule EASMC-ESP for twelve-month eight-hour employees – Range 21.

BARGAINING UNIT ELIGIBILITY: EASMC-ESP