

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

Information Technology Specialist - Safety and Security

POSITION: Information Technology Specialist - Safety and Security

REPORTS TO: Chief of Safety and Security and the School Safety Coordinator

LOCATION: Department of Safety and Security

NATURE OF WORK:

The Information Technology Specialist shall provide administration of information technology projects supporting school safety and security at all facilities for which the St. Mary's County Public Schools (SMCPS) is responsible. This includes project planning, knowledge of technology-based systems, IT needs of SMCPS and its staff, and vendor coordination and guidance. This position reports to the Chief of Safety and Security and/or the School Safety Coordinator. The daily operations of the position are performed under the general direction of the Chief of Safety and Security or their designee.

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 manufacturer 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-based safety and security systems to ensure functionality within parameters established by the SMCPS.
- Documents technical processes and organizational guidelines for the Department of Safety and Security.
- Responsible for the development of system specification analysis and cost estimates for the deployment, alteration, repair, and maintenance of new and existing SMCPS technology-based safety and security infrastructure and equipment.
- Works with vendors to determine system selections based on price, technical functionality, and support.
- Daily coordination with school safety coordinators and project coordinators
- Direct responsibility for the installation, maintenance, and functioning of technology platforms supporting school security systems to include:
  - Assist with vestibule install and IT support
  - Collaboration with IT for network access
  - All IT related issue for security vestibule computers
  - Primary point of contact for vestibule computer issue network/hardware failure
  - Daily review of camera functionality to ensure proper functioning
  - Obtaining IP address for projects for security cameras, public address systems, access control systems, and any other security systems requiring connectivity to the SMCPS network

- Maintenance and updating of all safety and security computers, printers, and network equipment
- Assist with maintaining and inspecting the SMCPs visitor management system.
- Assist with network access troubleshooting for safety and security platforms.
- Maintenance and updates for department issued Ipads and computers.
- Maintenance and updates for all family assistance and reunification Ipads and carts
- Direct responsibility for technology support during school emergency events to include Ipads needed to support student and staff reunification.
- Assist with project walk-throughs and contractor site visits to ensure familiarity with system requirements and impact on IT networks
- Assist with investigations conducting research and identify technology-based evidence as directed by the Chief of Safety and Security
- Attend all S&S and IT update meetings
- 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 other duties as assigned by the Chief Safety and Security

#### 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 EASMC-ESP salary schedule for twelve-month eight-hour employees – Range 21.

#### BARGAINING UNIT ELIGIBILITY: EASMC-ESP