

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

Information Technology Specialist

POSITION: Information Technology Specialist

REPORTS TO: Director 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 Supervisor of Information Technology.

ESSENTIAL FUNCTIONS:

- Ability to professionally relate to and collaborate with co-workers, students, and community members
- Ability to understand and maintain confidentiality
- Ability to use technology effectively to complete tasks
- Ability to report to work daily and on time
- Ability to organize, supervise, coordinate and establish priorities of tasks to be completed
- Ability to work independently in the absence of detailed instructions and to follow complex oral and/or written instructions
- Ability to communicate courteously and tactfully with staff, students, parents, and the community in a timely manner
- Ability to work under pressure
- Ability to train others
- Possess excellent time management skills and the ability to take initiative and make decisions within assigned responsibility in a challenging, fast-paced professional environment and be flexible in work responsibilities and hours
- Possess knowledge of the programs, policies, and procedures of the St. Mary's County Public School System

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
- Develops system specification analysis and cost estimates for the deployment, alteration, repair, and maintenance of new and existing SMCPS technology infrastructure and equipment
- Maintains availability of critical systems
- Assists with the IT Servicedesk
- Acts as a Subject Matter Expert (SME) in assigned areas
- Manages the life cycle of their assigned SME issues
- Works with manufacture and or vendor representatives on design and support projects
- 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 other related and non-related job duties as assigned

QUALIFICATIONS:

Required:

- Associate degree in Information Technology or a related field
- Two (2) years of experience working independently in a computer support role;
- Demonstrated in-depth knowledge of computer networks, systems administration, systems design, infrastructure cabling, fiber optic cabling, and network troubleshooting;
- and
- Meet two (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+

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 22.

BARGAINING UNIT ELIGIBILITY: EASMC-ESP

Updated 07.2024

**ST. MARY'S COUNTY PUBLIC SCHOOLS
EXEMPT 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

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. The daily operations of the position are performed under the general direction of the Director of Safety and Security or their designee.

ESSENTIAL FUNCTIONS:

- Ability to professionally relate to and collaborate with co-workers, students, and community members
- Ability to understand and maintain confidentiality
- Ability to use technology effectively to complete tasks
- Ability to report to work daily and on time
- Ability to organize, supervise, coordinate and establish priorities of tasks to be completed
- Ability to work independently in the absence of detailed instructions and to follow complex oral and/or written instructions
- Ability to communicate courteously and tactfully with staff, students, parents, and the community in a timely manner
- Ability to work under pressure
- Ability to train others
- Possess knowledge to act as a Subject Matter Expert (SME) in assigned areas
- Possess excellent time management skills and the ability to take initiative and make decisions within assigned responsibility in a challenging, fast-paced professional environment and be flexible in work responsibilities and hours
- Possess knowledge of the programs, policies, and procedures of the St. Mary's County Public School System

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.
- Manages the life-cycle of their assigned SME issues
- Works with manufacturer and or vendor representatives on design and support projects
- Develops 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
- Maintains availability of critical systems

- Assists with in the IT Service desk
- Coordinates daily with school safety coordinators and project coordinators
- Installs and maintains technology platforms supporting school security systems
- Assists with vestibule install and IT support
- Collaborates with IT for network access
- Acts as primary point of contact for vestibule computer network/hardware failure, and all IT related issues for security vestibule computers
- Reviews camera functionality to ensure proper functioning
- Obtains IP address for projects for security cameras, public address systems, access control systems, and any other security systems requiring connectivity to the SMCPS network
- Maintains and updates all safety and security computers, iPads, printers, and network equipment
- Assists with maintaining and inspecting the SMCPS visitor management system
- Assists with network access troubleshooting for safety and security platforms
- Maintains and updates all family assistance and reunification iPads and carts
- Responsible for technology support during school emergency events to include iPads needed to support student and staff reunification
- Assists with project walk-throughs and contractor site visits to ensure familiarity with system requirements and impact on IT networks
- Assists with investigations conducting research and identify technology-based evidence as directed by the Chief of Safety and Security
- Attends 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 related and non-related job duties as assigned

QUALIFICATIONS:

Required:

- Associate’s Degree in Information Technology or related field
- Two (2) years of experience working independently in a computer support role;
- Demonstrated in-depth knowledge of computer networks, systems administration, systems design, infrastructure cabling, fiber optic cabling, and network troubleshooting;
- Meet two (2) of the following: (certification must be uploaded to application)
 - 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+

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