

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

**COMPUTER SUPPORT SPECIALIST**

**POSITION:** Computer Support Specialist

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

**LOCATION:** Various Sites

**NATURE OF WORK:**

This is a skilled position with advanced skills in the installation, maintenance, and repair of computers, mobile devices, and interactive systems as well as maintenance and repair of, public address systems, communication systems including VoIP phones, audio-visual equipment, and network equipment. This position provides IT Service Desk support and 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:**

- 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 lift and carry 50 pounds
- Ability to work from ladder
- 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 Schools

**DUTIES AND RESPONSIBILITIES:**

- Performs skilled mechanical 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
- Complies with safety rules and regulations, and able to read and work from service manuals and schematics
- Responds to repair emergencies as required
- Installs and sets up computers on site
- Troubleshoots software related problems
- Troubleshoots and make effective repairs on technology/AV equipment

- Installs various types of communication wire
- Performs advanced support with network and application software
- Assists as needed for technology projects for one or more schools
- May be required to use a personal vehicle, with mileage reimbursed at the county rate, or a BoE vehicle when required to travel between locations during the same day
- Provides timely customer service
- Performs other related and non-related job duties as assigned

**QUALIFICATIONS:**

Required:

- High School Diploma or GED
- Possess current CompTIA A+ OR three (3) years of equivalent experience (Applicants should upload their certification documents)
- Possess one (1) of the following (Applicants should upload their certification documents):
  - Current industry recognized certification in subject matter
  - Current Windows Enterprise Desktop Support Technician Certification
  - Current CompTIA Network+
  - Current CompTIA Security+
  - Associate degree or equivalent in related field
- Eighteen (18) months experience working independently in a computer support role with at least satisfactory performance evaluations
- 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
- Must possess a valid driver’s license with no more than four (4) Maryland current points. The applicant must not be convicted, pleaded guilty or nolo contendere, or received a probation before judgment or stet docket entry for any alcohol or controlled substances offense under federal or state law for a minimum of five (5) years prior to the use of Board-owned vehicle (Board Policy EEBA)

**TERM OF EMPLOYMENT:**

Full-time twelve-month position.

**SALARY GRADE RANGE:**

The salary for this position will be based on the salary schedule EASMC-ESP for twelve-month eight-hour employees – Range18.

**Bargaining Unit Eligibility:** EASMC-ESP

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