

**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 Supervisor

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 the maintenance and repair of public address systems, communication systems, including VoIP phones, audiovisual equipment, and network equipment. This position provides IT Help 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 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
- Ability to work under pressure
- Ability to lift and carry 50 pounds
- Ability to work from a ladder
- Possess excellent time management skills and the ability to take initiative and make decisions within assigned responsibilities 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

- Possess knowledge of Windows OS, Microsoft Office suite, Google Apps, and related software
- Possess 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
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DUTIES AND RESPONSIBILITIES:

- Performs skilled mechanical work, diagnosing, troubleshooting, repairing, installing, and maintaining computers, mobile devices, network components, communication devices, various software/apps, audiovisual, and interactive systems
- Installs and upgrades computer hardware and software

- Installs and repairs communications systems, public address systems, and audiovisual equipment
- Complies with safety rules and regulations, and able to read and work from service manuals and schematics
- Responds to repair emergencies as required
- Troubleshoots software-related problems
- Installs various types of communication wire
- Performs advanced support with network and application software
- Assists as needed with 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 Associate degree in related field OR three (3) years of experience working independently in a computer support role with at least satisfactory performance evaluations
- Possess one (1) of the following (Applicants should upload their certification documents):
 - Current industry-recognized certification in the subject matter
 - Current Windows Enterprise Desktop Support Technician Certification
 - Current CompTIA Network+
 - Current CompTIA Security+
- 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 – Range 19.

Bargaining Unit Eligibility: EASMC-ESP

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