CALVERT COUNTY PUBLIC SCHOOLS
Prince Fredrick, Maryland 20678

# JOB DESCRIPTION

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| **POSITION** | Asset and Data Specialist |
| **DEPARTMENT** | Department of Information Technology |
| **LOCATION** | Central Office |
| **REPORTS TO** | Supervisor of Department of Information Technology – Support Technologies |
| **ANNUAL WORK SUMMARY** | 12 months per year, 245 days per year, 8 hours per day. |
| **WAGE/PAY RATE** | Scale 27: $34.70/hr - $44.70/hr |
| **FLSA STATUS** | Non-exempt |
| **APPLICATION DEADLINE** | |
| **EFFECTIVE START DATE** | |
| **POSITION SUMMARY** | The work includes an in-depth understanding of CCPS' asset inventory system, help desk software and endpoint management software, how they interact with one another, how to scale and customize them, and how to write reports that compile information from both systems. The position works closely with the Supervisor of Support Technologies ensuring CCPS' devices are accounted for and properly managed. The asset and data specialist tracks the full-life cycle of CCPS' devices, from receiving and processing new equipment, to collecting, cleaning and redistributing existing equipment, and disposing of deprecated equipment properly. The position also provides technical systems support and management of CCPS' asset inventory, help desk and endpoint applications, namely Zendesk, EZOfficeInventory and Microsoft Intune. |

## EDUCATION, CERTIFICATION AND EXPERIENCE

1. Bachelor's degree in Management Information Systems, Information Technology, Computer Science, Systems Management, or equivalent experience.
2. Minimum three years of experience in inventory management using asset inventory software (EZOfficeInventory and WASP CloudAsset preferred).
3. Minimum three years of experience managing the full-life cycle of IT assets.
4. Minimum three years of experience managing assets within Microsoft Intune.

## SPECIAL REQUIREMENTS

None

## KNOWLEDGE, ABILITIES AND SKILLS

1. Experience managing the full-life cycle of IT assets within asset inventory software (EZOfficeInventory and WASP CloudAsset preferred).

2. Experience managing the full-life cycle of IT assets within Microsoft Intune.
3. Experience developing robust asset reports using Excel and other reporting software.
4. Experience with cloud-based environments (SharePoint and Office 365 preferred).
5. Experience diagnosing and repairing hardware and software issues in a professional environment, preferably within an educational setting.
6. Proficiency in installing, configuring, and supporting Microsoft Windows operating systems.
7. Ability to self-manage time and manage asset records within the asset inventory software - including administrative tasks tied to Zendesk ticketing (closing, updating etc.).
8. Comprehends the full scope of projects; makes suggestions when those projects are being developed and is involved in the implementation of those suggestions.
9. Ability to work alone or with remote teams.
10. Attention to detail and accuracy documenting activities via Zendesk, maintaining inventory records in the asset inventory software.
11. Effective communicator with end users, administrators, teachers, and supervisors, both orally and in written form.
12. Excellent documentation skills, ability to write technical processes and procedures.
13. Troubleshooting skills, and ability to work through problems until they are solved.
14. Ability to accurately and legibly fill out Zendesk tickets.
15. Ability to prioritize multiple tasks.
16. Strong attention to detail with focus on quality.
17. Excellent interpersonal and communications skills.
18. Able to positively interface with employees, customers, and vendors.
19. Possess a valid Class C driver's license. The chosen candidate will be required to provide Calvert County Public Schools with a current copy of his/her driving record prior to the start of employment.
20. Such alternatives to the above qualifications as Calvert County Public Schools may find appropriate.

## ESSENTIAL JOB FUNCTIONS, RESPONSIBILITIES, AND DUTIES

1. Timely and accurate reconciliation of life-cycle data relating to program assets and the asset inventory system.
2. Tracks the complete lifecycle of assets for move, add or changes of the related hardware by updating the asset status in the asset inventory software.
3. Responsible for the inventory stored in the IT warehouse, ensuring the area is neat, accurate, properly maintained and remains secure. Conducts routine inventory checks, monitoring fiscal resources (stock levels) and notifying the Supervisor of Support Technologies of low stock levels.
4. Responsible for maintaining a complete and accurate inventory of all district technology assets including, but not limited to hardware, software, peripherals and other components and accessories. Errors and incomplete inventory information have moderate to significant impacts to the district producing complications during equipment audits and asset location. Responsible for ensuring the student and staff data contained within the inventory software system is safe and secure.
5. Daily communication with staff, SBTC and administrators providing information on inventoried assets. These interactions may include coordination with multiple parties tracking missing or damaged assets, summarizing asset list requests and offering recommendations to departments and schools on assets that should be budgeted for replacement.

6. Responsible for the asset recycling program, maintains proper documentation, schedules pickups with the recycling vendor and participates in the collection process. Has some latitude to make decisions regarding this program
7. Specializes and manages the inventory software system and its integration with the help desk software, Zendesk. Daily tasks are intense, require regular problem solving and the ability to complete medium to large projects independently.
8. Regularly investigates and resolves student and staff discrepancies maintaining the integrity of the inventory and management systems. Investigations may involve moderately disagreeable conversations with staff and parents causing moderate discomfort.
9. Retrieves, unpacks and processes incoming equipment, peripherals, other components and accessories utilizing proper procedures and methods.
10. Tracks lease and warranty data to support refresh reporting and end of life processes and projects.
11. Installs, configures, and maintains operating systems, software applications and updates on devices as necessary to ensure optimal performance and security.
12. Performs diagnosis, troubleshooting and repair of hardware and software issues on computers, laptops and other technology equipment utilized within the school district.
13. Establishes and manages support cases with vendors when asset support is in need of escalation.
14. Assists the Supervisor of Support Technologies in managing assets within the Microsoft Intune software.
15. Assists the help desk team with guidance, support, Zendesk administration and other duties, time permitting.
16. Embraces systems thinking to ensure that unit activities do not conflict with organization goals.
17. Communicates understanding and support of organizational goals and programs through actions, spoken and written words; interacts effectively with individuals and groups at all levels.
18. Participates in teams, committees, and task forces; presents proposals; provides comment and discussion regarding matters before such groups.
19. Stays informed about emerging trends, technologies, and best practices in computer repair and IT support, participating in professional development opportunities as needed.
20. Collaborates with faculty, staff and administrators to provide technical support assistance with technology-related concerns.
21. Assists Computer Technicians in resolving tickets and other duties, time permitting.
22. Works flexible hours as necessary.
23. Works under stress and meets all deadlines.

## OTHER JOB FUNCTIONS, RESPONSIBILITIES, AND DUTIES

Duties listed are not intended to be all inclusive nor limit duties that might reasonably be assigned. Performs related work as required or assigned by the Supervisor of Department of Information Technology.

## PHYSICAL AND PSYCHOLOGICAL CONDITIONS/DEMANDS

Position requires occasional balancing, climbing, crawling, crouching, hearing, kneeling, lifting, multi-limb coordination, pulling, pushing, reaching, standing, and walking. Requires frequent finger and hand dexterity, repetitive motion and sitting. Transport and unpacking of items exerts medium physical

exertion, including lifting and carrying items and objects weighing up to seventy-five (75) pounds. Will be required to regularly use a keyboard.

## UNUSUAL DEMANDS

May be subject to emergency calls.

## EVALUATION

Performance will be evaluated in accordance with the policy on evaluation as established by Calvert County Public Schools.

## APPLICATION PROCEDURE

All applicants please apply through the applicant tracking system located on the Calvert County Public Schools website.

References must be directly related to education experience and must include immediate supervisor.

Prior to the filling of any vacancy, permanent employees who have requested a transfer in a timely manner shall be afforded an opportunity meet with the supervisor of the position for which the vacancy exists.

State law requires that anyone hired after October 1, 1986, who will have contact with school children, must be fingerprinted and submit to a criminal background investigation. Federal law requires that a new employee must complete the Employment Eligibility Verification (Form I-9) in person before beginning employment. Employment is conditional upon successful completion of a drug screen. Current employees of the Calvert County Public Schools are exempt from these requirements.

## House Bill 486 – Child Sexual Abuse and Sexual Misconduct Prevention Statement

Pursuant to Section 6-113.2 of the Education Article, Annotated Code of Maryland - House Bill 486 - Child Sexual Abuse and Sexual Misconduct Prevention, all applicants are required to report all former employment where direct contact with minors may have occurred. The applicant must submit the contact information of the current employer, all former school employers, and all former employers not school related. Applicants should also include contact information for organizations where the applicant has volunteered, coached, mentored, tutored or otherwise had direct contact with minors.

## Nondiscrimination Statement

Calvert County Public Schools does not discriminate on the basis of race, ethnicity, color, religion, sex, age, national origin, marital status, sexual orientation, gender identity, or disability, or any other characteristic protected by law in its programs and activities and provides equal access to the Boy Scouts and other designated youth programs.

Calvert County Public Schools does not refuse enrollment of a prospective student, expel a current student, or withhold privileges from a current student, or prospective student, or the parent or guardian

of a current or prospective student because of an individual's race, ethnicity, color, religion, sex, age, marital status, sexual orientation, gender identity or disability.

Calvert County Public Schools does not discipline, invoke a penalty against, or take any other retaliatory action against a student or parent or guardian of a student who files a complaint alleging that the program or school discriminated against the student, regardless of the outcome of the complaint.

The following persons have been designated to handle inquiries regarding the non-discrimination policies:

- Director of Student Services
- Director of Human Resources
  443-550-8000

For further information on notice of non-discrimination, visit the Office for Civil Rights Complaint Assessment System at: https://ocrcas.ed.gov/ or call 1-800-421-3481.