

Computer Technician

A complete application includes all application materials, proof of education and three supervisory references. HCPSS employees must have at least one reference from a current supervisor.

Applicants must submit all required materials by the closing date.

Currently all full-time and part-time HCPSS staff are required to provide proof of full COVID-19 vaccination or undergo weekly testing.

To learn more about HCPSS, please visit our website at <https://www.hcpss.org/>.

Description:

Under the direction of the Manager of Field Services, this position is responsible for the support of on-site technology at assigned locations. This includes, but is not limited to, providing hands-on support for the installation, maintenance, and repair of computer hardware and software, network and peripheral devices.

Essential Job Functions:

- Work with Howard County Public School System (HCPSS) entities, as assigned, to ensure all technology related issues and concerns are resolved
- Ability to perform work requiring climbing, walking, sitting, squatting and/or physical exertion
- Ability to lift heavy loads of 40 lbs. or more
- Abide by all state, federal, HCPSS and departmental policies, procedures, guidelines, processes and standards

This job description is a summary of the functions of the job, not an exhaustive or comprehensive list of all possible job responsibilities, tasks, and duties.

Examples of Work:

- Utilize the HCPSS service order ticketing system to ensure customer requests are addressed in accordance to the documented HCPSS Technology Department service level agreements
- Test and repair computer equipment, network jacks and systems
- Maintain a working knowledge of current technology and trends as they relate to the HCPSS
- Maintain all work tools, workspace, equipment and vehicles in a professional manner

- Interact with vendors and contractors to resolve issues and maintain optimal system performance
- Communicates in a positive and effective manner with staff, administration and co-workers
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Minimum Qualifications:

Applicants must meet all of the qualifications, listed herein, to be considered for the vacancy. Use the application, cover letter, and resume to specifically address each qualification.

Education:

High School diploma or GED (must scan and upload to the online application). Foreign credentials must be evaluated as U.S. High School diploma or above.

Experience:

Four years of work experience supporting, installing, troubleshooting, testing, diagnosing, repairing and replacing computer equipment, network equipment and peripheral equipment.

OR

A Bachelor's degree from an accredited university in Information Technology, Educational Technology, Business Administration or a related field.

Additional Desired Experience/Certifications:

- A+ Certification desired
- Network+ Certification desired
- Applicable vendor certifications (i.e. Apple, Microsoft, Cisco, etc.)
- Experience working in a K-12 or college/university setting desired

Physical Requirements:

- Ability to perform work requiring climbing, walking, sitting, squatting and/or physical exertion
- Ability to lift heavy loads of 40 lbs. or more

Required Knowledge, Skills and Abilities:

Dr. Michael J. Martirano, Superintendent

- Knowledge of associated equipment used to test and repair computer equipment, network jacks and systems
- Knowledge of the basic and applied principles of computer and network theory
- Knowledge and ability of troubleshooting capabilities for all aspects of technical support
- Knowledge and demonstrated ability to plan, organize, prioritize, and manage service orders
- Ability to establish and maintain strong human relation skills, effective written and oral communication, excellent customer skills and good working relationships with fellow workers, school personnel and administrators
- Ability to prioritize and strong organizational skills
- Ability to interact positively with customers

Required Licenses and Certificates:

Valid driver's license and a good driving record.

Employee Safety:

The employee is responsible for using safety devices and protective equipment in order to minimize the frequency and severity of work-related accidents. The employee is also responsible for using safe practices and methods in the operation of equipment and supplies related to his/her particular job.

Salary:

This is a 12-month position, Salary Grade 9 on the Maintenance/Warehouse Salary Scale in the AFSCME Master Agreement (<https://www.hcpss.org/f/employment/afscme-agreement.pdf>) \$21.88 to \$38.95 per hour (Actual salary placement will be in accordance with the salary procedures of the Howard County Public School System). **Under the Fair Labor Standards Act, this position is not exempt from overtime.**

Application:

A complete online application and all application materials, including **three** reference surveys, must be submitted by the closing date to be considered. Internal candidates must have a minimum of one reference from a current supervisor from within HCPSS, returned by the closing date of the posting.

Please be sure to include the following in your application materials:

- A complete listing of employment locations
- Dates of employment
- Names of direct supervisors
- High School diploma/transcript or College diploma/transcript

For questions regarding this vacancy, please contact:

Laurie Watts
Recruitment Specialist
Office of Human Resources
(410) 313-1521
Laurie_Watts@hcpss.org

Additional Information:

There will be a pre-screening of all applicant credentials. Interviews will be limited to those applicants who, in addition to meeting the basic requirements, have experiences and education that most closely match the position qualifications and the needs of the school system.

Pre-employment Physical:

The person selected for this position must meet all requirements of the physical examination administered by a medical service selected by the Howard County Department of Education.

Employee Safety:

This employee is responsible for directing assigned custodians in the use of safety devices and protective equipment in order to minimize the frequency and severity of work-related accidents. The building supervisor is also required to direct and supervise custodians in the safe operation of equipment and in the safe practices and methods related to their particular job.

This employee is further responsible for correcting any conditions within the building or grounds that may be hazardous to employees, students, staff or community assigned to the building and reporting same to the appropriate administrator.

Only applicants who submit all of the requested information by the closing date of the vacancy will be considered for this position.

Equal Opportunity Employer

HCPSS is an Equal Opportunity Employer and Prohibits Discrimination, Harassment and Retaliation of Any Kind: HCPSS celebrates diversity and is committed to creating an inclusive environment for all employees and applicants; and prohibits discrimination, harassment, and retaliation of kind. HCPSS is committed to the principle of equal employment opportunity for all employees in providing them with a work environment free of discrimination and harassment. All employment decisions at HCPSS are based on organizational needs, job requirements and

individual qualifications, without regard to race, color, religion or belief, national, social or ethnic origin, sex (including pregnancy), age, physical, mental or sensory disability, sexual orientation, gender identity and/or expression, marital, civil union or domestic partnership status, veteran status or present military service, family medical history or genetic information, family or parental status, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training and career development.