

## **Virtual Meeting/Audio-Visual/Field Services 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.*

The Howard County Public School System (HCPSS) is one of the top school systems in the state of Maryland and the nation. In alignment with our [Strategic Call to Action](#), our mission is to ensure academic success and social emotional well-being for our approximately 57,000 students in an inclusive and nurturing environment that closes opportunity gaps. To learn more about employment with HCPSS, please visit <https://www.hcpss.org/employment/>.

**HCPSS encourages vaccination against COVID-19 as a continuous mitigation strategy for the health and wellbeing of students and staff.**

### **Description:**

Under the primary direction of the Assistant Manager of Audio-Visual Services, this position is responsible for coordinating, assisting, and supporting the streaming services and on-site technology at assigned locations for virtual and hybrid meetings and events. This includes, but is not limited to, providing hands-on support for the streaming services used for Board of Education meetings, public work sessions, public hearings, graduations, and other special meetings. Additional responsibilities will include the installation, maintenance, and repair of computer hardware and software and peripheral devices as assigned under the direction of the Manager of Field Services.

### **Essential Job Functions:**

- Work with stakeholders to ensure smooth operation of streaming services for HCPSS public meetings and events.
- Set up, operate, and maintain AV equipment such as microphones, projectors, sound, speakers, mixing boards, and cameras
- Monitor and proactively address technical and stakeholder issues and requests.
- Test and repair computer equipment, network jacks, and audio-visual systems.
- Maintain a working knowledge of current technology and trends as they relate to HCPSS's environment.
- Maintain all work tools, workspace, equipment, and vehicles in a professional manner.
- Utilize the HCPSS service order ticketing system to ensure customer requests are addressed in accordance with the documented HCPSS Technology Department service level agreements.
- Develop and coordinate meeting/event schedules and internal/external resources (e.g., other IT staff, vendors).
- Design, document, construct, and install equipment for specialized applications.
- Provide exceptional customer service to internal and external stakeholders.
- Maintain a positive and professional attitude in a fast-paced environment.
- Abide by all state, federal, HCPSS and departmental policies, procedures, guidelines, processes, and standards relating to safe work environments and electronic communications.

- Available to work various day/night shifts and be on call.

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

**Minimum Qualifications:**

**Applicants must meet all the following 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 equivalent (must scan and upload to the online application). Foreign credentials must be evaluated as U.S. High School diploma or above.

**Experience:**

- Four (4) years of work experience supporting computer, network, peripheral, and videoconferencing equipment, including installing, troubleshooting, testing, diagnosing, repairing and replacing such equipment, and providing customer-facing technology support.

**Required Licenses and Certificates:**

- Must have a valid driver's license and good driving record.

**Physical Requirements:**

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

**Required Knowledge, Skills and Abilities:**

- Knowledge of associated equipment used to test and repair videoconferencing and computer equipment and 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 projects, tasks, schedules, and service orders
- Ability to establish and maintain strong human relation skills, effective written and oral communication, excellent customer skills, and good working relationships with all HCPSS staff.
- Knowledge of Microsoft, Apple, and Chrome operating systems and applications
- Willingness to continue learning and cross-train for other roles as needed.

**Preferred Qualifications:**

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

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Dr. Michael J. Martirano, Superintendent

- Certifications in Crestron, AMX, Extron control Systems, Tricaster, Black Magic Studio, Live Stream Studio, Tightrope CableCast/Carousel Media Systems, and other AV mixing systems.
- A+ Certification
- Network+ Certification
- Applicable vendor certifications (e.g., Macs, Windows, Cisco, etc.)
- Experience with supporting remote meeting and video conferencing programs, e.g., Microsoft Teams, Zoom, and Google Meets.
- Experience with video production technology such as video switchers, mixers, editing software, and studio equipment.
- Experience working in a PreK-12 or college/university setting.

**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-salary-scales.pdf>) \$22.64 to \$40.31 per hour. (Actual 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 material, 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 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 (**must upload to online application**)

For questions regarding this vacancy, please contact:

Laurie Watts  
Recruitment Specialist  
Office of Human Resources  
[Laurie\\_Watts@hcpss.org](mailto:Laurie_Watts@hcpss.org)

**Additional Information:**

There will be a pre-screening of all applicant credentials. Interview 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:**

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.

**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 celebrates diversity and is committed to creating an inclusive environment for all employees and applicants and prohibits discrimination, harassment, and retaliation of any 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.