

## **Technology Video Services Assistant Manager**

The Howard County Public School System (HCPSS) is one of the leading 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/>.

### **DESCRIPTION**

Under the direction of the Director of Information Technology Infrastructure, this position is responsible for overseeing streaming services and on-site technology operations at assigned locations for virtual and hybrid meetings and events. This includes, but is not limited to, coordinating, assisting, and supporting the streaming services used for Board of Education (BoE) meetings, public work sessions, public hearings, graduations, and other special meetings. This position will manage one technician assigned to providing hands-on support for all BoE meetings.

### **ESSENTIAL POSITION RESPONSIBILITIES**

- Work with stakeholders to ensure smooth operation of streaming services for HCPSS public meetings and events, including but not limited to Board of Education meetings, public work sessions, public hearings, graduations, and other special meetings.
- Work with Board staff to develop and coordinate meeting/event schedules and internal/external resources (e.g., other IT staff, vendors).
- Supervise and support one computer technician.
- Monitor and proactively address technical and stakeholder issues and requests.
- Conduct assessments when technical difficulties arise, evaluate the environment to determine available solutions, analyze available resources to determine the best solution, coordinate and implement resources to resolve the technical difficulties.
- Maintain a working knowledge of current technology and trends as they relate to HCPSS's environment and streaming meeting technologies.
- Utilize the HCPSS service order ticketing system to ensure customer requests are addressed in accordance with the documented HCPSS Technology Department service level agreements.
- Provide back up support for the set-up, operation, and maintenance of AV systems and computer and networking equipment.
- Provide exceptional customer service to internal and external stakeholders while maintaining 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 to meet the needs of the system.

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.**

### **Education:**

- High school diploma, or GED equivalent.

### **Experience:**

- Five (5) years of experience supporting computer, network, peripheral, and videoconferencing equipment, including installing, troubleshooting, testing, diagnosing, repairing, and replacing such equipment, and providing customer-facing technology support.
- Two (2) years of supervisory experience
- Experience supporting remote meeting and video conferencing programs (e.g., Microsoft Teams, Zoom, and Google Meet).

## **REQUIRED LICENSES/CERTIFICATES**

- Possession of a Maryland Class C driver's license and satisfactory driving record with 2 or less points on your record.
- A complete driving record will be requested as a condition of employment.

## **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.

## **PREFERRED QUALIFICATIONS**

- Bachelor's degree from an accredited university in Information Technology, Educational Technology, Business Administration, or a closely related field.
- Certifications in one or more of the following: 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 video production technology such as video switchers, mixers, editing software, and studio equipment.
- Experience working in a PreK-12 or college/university setting.

## **SELECTION REQUIREMENTS**

Applicants who meet the minimum qualifications will be included in further evaluation. The evaluation may be a rating of your application based on your education, training, and experience as they relate to the requirements and preferred qualifications of the position. Therefore, it is essential that you provide complete and accurate information on your application. Please report all related education, dates, and hours of work. Clearly indicate your college degree and major on your application, if applicable.

For education obtained outside the U.S., any job offer will be contingent on the candidate providing an evaluation for equivalency by a [foreign credential evaluation service](#) prior to starting employment (and may be requested prior to interview).

### **EMPLOYMENT INFORMATION**

This is a 12-month position in the Howard County Association of Supervisors and Administrators Non-Certificated Supervisory (HCASA-NCS) unit. The current salary range for this position is \$96,000 - \$114,114. Actual placement will be in accordance with the salary procedures of the Howard County Public School System, which considers relevant prior experience.

### **APPLICATION REQUIREMENTS**

Complete applications must be submitted by the closing date. Information submitted after this date will not be added. Incomplete applications will not be accepted. Resumes will not be accepted in lieu of a completed application.

**Only applicants who submit all the requested information by the closing date of the vacancy will be considered for this position.** Interviews will be limited to those applicants who, in addition to meeting the basic requirements, have experience and education which most closely match the position qualifications and the needs of the school system.

Please note that a completed application includes:

- A complete application form that includes a listing of employment locations with dates of employment and names of direct supervisors.
- All supplemental materials (i.e.: resume, letter of introduction, transcripts) are required to verify that you meet the minimum qualifications.

For questions regarding this vacancy, please contact:

Sandy Saval  
Human Resources Business Partner  
Office of Human Resources  
(410) 313-6689  
[sandy\\_saval@hcpss.org](mailto:sandy_saval@hcpss.org)

### ***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.