

Technology Training and Support Specialist

This position is posted to fill two vacancies.

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/>.

DESCRIPTION

Under the direction of the Coordinator of Technology Training and Support and in alignment with the Howard County Public School System (HCPSS) *Strategic Call to Action*, the Technology Training and Support Specialist supports the responsive and efficient operations of the Department of Information Technology by providing end-user support and develops and facilitates training for technology applications and services.

ESSENTIAL POSITION RESPONSIBILITIES

- Provides Tier I and Tier II customer support on assigned systems and functions.
- Troubleshoots, diagnoses, and resolves problems related to operating systems, hardware, and software and escalates issues to appropriate staff.
- Interacts with team members as needed to trouble shoot and resolve problems.
- Closes all open service request tickets after incidents and problems are resolved.
- Notifies users of the resolution of incidents and/or problems.
- Monitors incoming requests for common trends and reports high-impact issues to appropriate staff.
- Participates in work sessions with fellow team members to achieve further operational and system efficiencies.
- Assists with software testing, including but not limited to, user, function, system, data and regression testing.
- Develops and maintains end-user documentation of systems.
- Assists in collecting and reporting technology support data, including support request data and customer service metrics.
- Prepares training materials for online and classroom instruction.
- Arranges and conducts on-site training as needed.
- Responds to questions from central office and school-based staff on interpretation of systems, applications, data, results, and analyses.
- Maintains up-to date knowledge in data systems, applications, and processes used in HCPSS.

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.

Dr. Michael J. Martirano, Superintendent

MINIMUM QUALIFICATIONS

Applicants must meet all the qualifications listed below to be considered for the vacancy.

Education:

- Associate degree or higher in Information Technology or a related field.

Experience:

- At least two (2) years of technology-related customer service experience to include:
 - Diagnosing and resolving technical problems and escalating for assistance.
 - Supporting users of Macintosh OSX and Microsoft Windows operating systems and basic computer hardware.
 - Supporting users of Microsoft Office applications, Internet, and Web-based applications.

PREFERRED QUALIFICATIONS

- Bachelor's degree or higher in Information Technology or a related field.
- Experience supporting users of large enterprise data systems (student information, learning management, special education, email, active directory, business systems, etc.).
- Experience developing or facilitating online or classroom training programs.
- Experience organizing and managing several tasks or projects with concurrent time-sensitive deadlines.
- Knowledge of CIPA, FERPA, and HIPAA regulations.

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 related 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 of 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 per year position in the Howard County Educators Association, Educational Support Professionals (HCEA-ESP) employee unit. The current salary range for this position is Grade 25, \$79,880 - \$126,696. Salary will be determined by actual relevant experience and in conjunction with salary procedures of the Howard County Public School System. Under the Fair Labor Standards Act, this position is exempt from overtime.

Under the HCPSS Telework Program, this position is eligible for a **hybrid** work schedule. Telework schedules will be determined by the department and/or supervisor. Telework during the probationary period will be subject to approval and based on the needs of the department and the school system.

APPLICATION REQUIREMENTS

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

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.