

Video Services Specialist

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 primary direction of the Assistant Manager of Video Services, this position is responsible for assisting and supporting the streaming video services and technologies for virtual and hybrid meetings and events. This includes but is limited to providing hands-on support for streaming services used for Board of Education meetings, public work sessions, public hearings, graduations, and other special events. Additional responsibilities will include providing basic end user support for computer hardware, software, and peripheral devices during virtual and hybrid meetings and events.

ESSENTIAL POSITION RESPONSIBILITIES

- Work with the Video Services Assistant Manager and external contractors and vendors to ensure smooth operation of streaming services for Howard County Public School System (HCPSS) virtual and hybrid meetings and events.
- Monitor and proactively address technical and internal/external stakeholder issues and requests.
- Provide exceptional customer service to internal/external stakeholders in a positive and professional manner.
- Set up, test, operate, and maintain video services cameras, projectors, sound, speakers, mixing boards, microphones, and other related devices as required.
- Work with the Assistant Manager of Video Services to design and document video services systems and equipment.
- Collaborate with internal and external staff and resources to troubleshoot video streaming production issues.
- Utilize the HCPSS service order ticketing system to ensure customer requests and issues are addressed in accordance with documented HCPSS Information Technology Department service level agreements.
- Abide by all state, federal, HCPSS, and departmental policies, guidelines, processes, and standards.
- Available to work flexible day/night schedules to cover late afternoon and evening scheduled meetings and events.
- Maintain a working knowledge of current video streaming technologies and trends as they relate to HCPSS's environment.

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 below, to be considered for the vacancy.

Applicants must meet the criteria in ONE of the rows below.	
High school diploma or GED equivalent.	<p>Eight (8) years of work experience in</p> <ul style="list-style-type: none"> • Supporting virtual and hybrid meetings and events and videoconferencing and computer equipment, <ul style="list-style-type: none"> ○ Including installing, troubleshooting, testing, diagnosing, repairing, and replacing such equipment, and providing customer-facing technology support in a fast-paced environment.
Associate’s degree in information technology, digital media or related field.	<p>Six (6) years of work experience in</p> <ul style="list-style-type: none"> • Supporting virtual and hybrid meetings and events and videoconferencing and computer equipment, <ul style="list-style-type: none"> ○ Including installing, troubleshooting, testing, diagnosing, repairing, and replacing such equipment, and providing customer-facing technology support in a fast-paced environment.
Bachelor’s degree in information technology, digital media, or related field.	<p>Four (4) years of work experience in</p> <ul style="list-style-type: none"> • Supporting virtual and hybrid meetings and events and videoconferencing and computer equipment, <ul style="list-style-type: none"> ○ including installing, troubleshooting, testing, diagnosing, repairing, and replacing such equipment, and providing customer-facing technology support in a fast-paced environment.

PREFERRED QUALIFICATIONS

- One (1) of experience with video production technology such as video switchers, mixers, editing software, and studio equipment.
- One (1) of experience working in a PreK or college/university setting.
- Applicable vendor certifications (e.g., Microsoft 365, Google Workspace, video production systems).
- A+ Certification
- Network+ Certification

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 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).

HCPSS requires an official [evaluation of foreign credentials](#) to verify educational qualifications.

EMPLOYMENT INFORMATION

This is a 12-month per year position in the Howard County Educators Association, Educational Support Professionals (HCEA-ESP) employee bargaining unit. The current salary range for this position is on the Central Office Technical Salary Scale, Grade 25, \$79,880 - \$126,696. Actual placement will be in accordance with the salary procedures of the Howard County Public School System and the HCEA Master Agreement which considers relevant prior experience. Under the Fair Labor Standards Act, this position is exempt from overtime.

Under the HCPSS Telework Program, this position may be 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

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) required to verify that you meet the minimum qualifications.

For questions regarding this vacancy, please contact:

recruitmentinquiries@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.