

## **Technical Assistant, Student Transportation**

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 for Student Transportation, the Technical Assistant provides technical and data management support to the Department of Student Transportation with data-entry, program utilization and reconciliation. This position supports the Director for Student Transportation with written correspondence, calendar management, Board of Education memo and report preparation; and Walking Route Appeal documents. Within the Transportation department, the position also provides customer service and facilitates supply acquisition and management.

### **ESSENTIAL POSITION RESPONSIBILITIES**

- Reconciles and reports data to develop reports for state, county, and public accountability.
- Manages, updates and records bid data used to create new contracts via the Transportation Online Payment System (TOPS), entering new contract data and any other bus or contract specification changes.
- Maintains accurate database records for each contractor to include Certificate of Good Standing expiration and Workmen's Compensation Insurance expiration and communicates expired documentation to contractors at the direction of the Director.
- Liaises with Purchasing Office in the preparation of bid documents, entering bid data into spreadsheets, contract creation, contract amendments as necessary; and completion of other tasks as assigned by the Director.
- Communicates using the Jira board and ticket system to coordinate and facilitate the tracking of emails, respond to emails and to identify the appropriate team member to provide a response.
- Responds to data requests from bus contractors, MABE, MSDE, Safety and Risk Management for contract and bus data from TOPS.
- Maintains Fixed Asset Inventory which includes computers and fleet vehicles assigned to the department.
- Provides technical support to Transportation department staff, bus contractors and other HCPSS internal and external stakeholders/vendors.
- Triage bus accidents and incidents, utilizing an emergency radio and coordinates bus coverage when equipment is out of service or there is a shortage of bus drivers.
- Utilizes additional platforms Traversa, Zonar-GPS Locator and School Messenger to assist support the operations of the Transportation Office.
- Initiates help desk tickets to request assistance with computer equipment, telephone, and printer issues.
- Provides calendar management and correspondence preparation on behalf of Director.

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**

**A combination of education and experience may be considered.**

**Education:**

<b>Applicants must meet the criteria in ONE of the rows below.</b>	
A high school diploma or GED equivalent	<p>Five (5) years of experience with data tracking and customer service which includes at least:</p> <ul style="list-style-type: none"> <li>• One (1) year of experience utilizing spreadsheets to organize, manipulate, and analyze data.</li> <li>• One (1) year of experience with technology to include web-based productivity and collaboration tools such as Microsoft Office Suite, Google Suite, video conferencing software (Zoom), learning management systems (Canvas), student information systems (Synergy), or data warehouse systems (Hoonuit).</li> </ul>
An Associate degree or higher	<p>Three (3) years of experience with data tracking and customer service which includes at least:</p> <ul style="list-style-type: none"> <li>• One (1) year of experience utilizing spreadsheets to organize, manipulate, and analyze data.</li> <li>• One (1) year of experience with technology to include web-based productivity and collaboration tools such as Microsoft Office Suite, Google Suite, video conferencing software (Zoom), learning management systems (Canvas), student information systems (Synergy), or data warehouse systems (Hoonuit).</li> </ul>

**PREFERRED QUALIFICATIONS**

- Bachelor’s degree in Business, Accounting, or Finance from an accredited college or university.
- Proficiency with web-based productivity and collaboration tools (Adobe Pro, Google Suite, Microsoft Office Suite, Jira)
- At least four (4) years previous work experience in a PreK-12 school 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).

**A skills assessment may be administered to evaluate proficiency with Microsoft Excel 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 bargaining unit. The current salary range for this position is on the Technical Central Office and School Based salary scale, Grade 22, \$51,477 - \$98,627. Step placement will be in accordance with the salary procedures of the Howard County Public School System and the HCEA-ESP Master Agreement which considers relevant prior experience. Under the Fair Labor Standards Act, this position is exempt from overtime.

### **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 experiences 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](mailto: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.