

Computer Technician

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 Assistant Manager of Field Services, the Computer Technician is responsible for the support of on-site technology at assigned locations. This includes, but is not limited to, providing hands-on support for the installation, maintenance, and repair of computer hardware and software, network, and peripheral devices.

ESSENTIAL POSITION RESPONSIBILITIES

- Works with Howard County Public School System (HCPSS) entities, as assigned, to ensure all technology related issues and concerns are resolved.
- Tests and repairs computer equipment.
- Communicates in a positive and effective manner with staff, administration and co-workers.
- Utilizes the HCPSS service order ticketing system to ensure customer requests are addressed in accordance with the documented HCPSS Technology Department service level agreements.
- Maintains a working knowledge of current technology and trends as they relate to the HCPSS.
- Maintains all work tools, workspace, equipment and vehicles in a professional manner.
- Interacts with vendors and contractors to resolve issues and maintain optimal system performance.

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.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to perform work requiring climbing, walking, sitting, squatting and/or physical exertion.
- Ability to lift heavy loads of 40 lbs. or more.
- Knowledge of associated equipment used to test and repair computer equipment, 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 service orders.

MINIMUM QUALIFICATIONS

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

Education:

- High school diploma or GED equivalent.
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Experience:

- One year of work experience supporting, installing, troubleshooting, testing, diagnosing, repairing, and replacing computer equipment, network equipment and peripheral equipment.

PREFERRED QUALIFICATIONS

- Bachelor's degree from an accredited college or university in Information Technology, Educational Technology, Business Administration, or related field.
- A+ Certification
- Network+ Certification
- Applicable vendor certifications (i.e., Apple, Microsoft, Cisco, etc.)
- Experience working in a K-12 or college/university setting.

LICENSURE

- Possession of a Maryland Class C driver's license and satisfactory driving record with 2 or less points on your record.

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 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 this job. The employee is further responsible for correcting and/or reporting any conditions within the building or grounds that may be hazardous to employees, students or staff members assigned to the building.
- The employee is responsible for the safety and maintenance condition of their assigned vehicle.

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 per year position in the American Federation of State, County, and Municipal Employees (AFSCME) employee bargaining unit. This position is Grade 9 on the Audio Visual/ Grounds/ Maintenance/ Warehouse salary scale, \$22.64 to \$40.31 per hour. Actual placement will be in accordance with the salary procedures of the Howard County Public School System and the AFSCME Master Agreement which considers

relevant prior experience. Under the Fair Labor Standards Act, this position is non-exempt.

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:

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.
