

ST. MARY'S COUNTY PUBLIC SCHOOLS  
EDUCATION SUPPORT PROFESSIONAL POSITION DESCRIPTION

Computer Support Specialist II

POSITION: Computer Support Specialist II

REPORTS TO: Director of Information Technology and/or Coordinator of Information Technology

LOCATION: Various Sites

**NATURE OF WORK:**

This is a skilled position with advanced skills in the installation, maintenance, and repair of computers, mobile devices, and interactive systems as well as maintenance and repair of, public address systems, and communication systems including VoIP phones, audio-visual equipment, and network equipment. This position provides Tier II Help Desk Support and requires extensive work with network and software related problems. The work is performed under the general direction of the Director of Information Technology and/or Coordinator of Information Technology.

**ESSENTIAL FUNCTIONS:**

- Perform basic and advanced troubleshooting and preventative maintenance of computers, mobile devices such as iPads, printers, public address systems, communication systems including VoIP, audio-visual equipment, and network equipment;
- Ability to effectively communicate both orally and in writing;
- Ability to troubleshoot software related problems;
- Ability to comply with safety rules and regulations;
- Ability to troubleshoot and make effective repairs on technology/AV equipment;
- Ability to read and work from service manuals and schematics;
- Ability to work well with others;
- Must possess a Maryland's drivers license;
- Must be able to lift and carry 50 pounds; and
- Must be able to work from ladder.

**DUTIES AND RESPONSIBILITIES:**

- Performs skilled mechanical work diagnosing, troubleshooting, installing, and maintaining computers, networks, communications devices, audio-visual and interactive systems;
- Installs and upgrades computer hardware and software;
- Installs and repairs communications systems, public address systems and audio-visual equipment;
- Responds to repair emergencies as required;
- Install and setup computers on site;
- Troubleshoot software related problems;
- Install various types of communication wire;
- Performs advanced support with network and application software as needed;
- Technology project lead for one or more schools as needed;
- Interact and work with others in a professional manner;
- Provide timely customer service; and
- Performs other duties as assigned.

**QUALIFICATIONS:**

- High school diploma;

- Possess current CompTIA A+ or three years of equivalent experience (Applicants should upload their certification documents);
- 1.5 years (18 months) experience working independently in a computer support role with at least satisfactory performance evaluations;
- Possess one (1) of the following (Applicants should upload their certification documents):
  - Current industry recognized certification in subject matter
  - Current Windows Enterprise Desktop Support Technician Certification
  - Current CompTIA Network+
  - Current CompTIA Security+
  - Associates Degree or equivalent in related field
- Current knowledge of Windows OS, Microsoft Office suite, Google Apps and related software;
- Current knowledge of the operation of computer hardware and mobile devices, LAN/WAN hardware, and TCP/IP networking;
- Skilled in proper use of small hand tools, basic electronic test equipment, and materials of the trade.
- Must possess a valid Maryland driver's license at the time of employment; applicant may be required to use a personal vehicle, with mileage reimbursed at the county rate, when required to travel between locations during the same day.

**TERM OF EMPLOYMENT:**

Full-time twelve-month position.

**SALARY GRADE RANGE:**

The salary for this position will be based on the salary schedule EASMC-ESP for twelve-month eight-hour employees – Range 17.

Bargaining Unit Eligibility: EASMC-ESP