

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

Computer Support Specialist I

POSITION: Computer Support Specialist I

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

LOCATION: Various Sites

NATURE OF WORK:

This is a skilled technical position in the installation, maintenance, and repair of computers and mobile devices as well as maintenance and repair of interactive boards, public address systems, and communication systems including VoIP phones, audio-visual equipment, and network equipment. The position also requires extensive work with network and application software related problems. For those individuals assigned to a Middle School: collaborates with school-based staff, primarily through each school's Media Specialist, to support the development of information literacy for students and staff. The work is performed under the general direction of the Director of Information Technology and/or Coordinator of Information Technology.

ESSENTIAL FUNCTIONS:

- Troubleshoots, repairs and performs 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; and
- Ability to troubleshoot software related problems.

DUTIES AND RESPONSIBILITIES:

- Performs skilled work diagnosing, troubleshooting, installing, and maintaining computers, networks, communications devices, audio-visual and computer 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 at a work site;
- Troubleshoot software related problems;
- Pull different types of communication wire;
- Make a patch cord according to industry standards;
- For those individuals assigned to a Middle School; works with school-based staff, primarily through each school's Media Specialist, to support open and equitable access to instructional resources for staff and students in accordance with SMCPs achievement goals; and
- Performs other duties as assigned.

QUALIFICATIONS:

- High school diploma required; higher level degree and/or CompTIA A+ or Microsoft Certified Solutions Associate (MCSA) preferred; must be able to obtain a CompTIA A+ or Microsoft Specialist Certification within 6 months of hire.
- One year or more on the job experience in one of the following areas:
 - Installation, repair, and maintenance of computers and mobile devices, VoIP and analog communication systems, public address systems, audio-visual equipment
- Knowledge of current Windows OS, current Office suite and TCP/IP; proficiency with Google Apps preferred.

- Knowledge of the operation of computer hardware and mobile devices, LAN/WAN hardware, and related software.
- Skilled in proper use of small hand tools, basic electronic test equipment, and materials of the trade.
- Demonstrated ability to comply with safety rules and regulations.
- Demonstrated ability to troubleshoot and make effective repairs on technology/AV equipment.
- Demonstrated ability to read and work from service manuals and schematics.
- Excellent human relation skills.
- Must be able to lift and carry 50 pounds.
- Must be able to work from ladder.
- 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 schedule EASMC-ESP for twelve-month eight hour employees – Range 15.

Bargaining Unit Eligibility: EASMC-ESP