

**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 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:**

- 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; and
- Ability to troubleshoot software related problems.

**DUTIES AND RESPONSIBILITIES:**

- Performs skilled mechanical 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;
- Performs advanced support with network and application software as needed;
- Often is a lead on a technology project for one or more schools;
- 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:**

- Has worked independently in a computer support role for at least 18-month period with at least satisfactory performance evaluations
- Possess current CompTIA A+ or three years of equivalent experience
- In addition must meet 1 of the following:

- 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
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- Knowledge of current Windows OS, current Office suite and TCP/IP; proficiency with Google Apps.
  - 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 salary schedule EASMC-ESP for twelve-month eight hour employees – Range 17.

Bargaining Unit Eligibility: EASMC-ESP