

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

INFORMATION TECHNOLOGY ASSISTANT III

POSITION: Information Technology Assistant III

REPORTS TO: Director of Information Technology

LOCATION: Information Technology Services

NATURE OF WORK:

This is a twelve-month clerical and technical position. The employee is responsible for operation of helpdesk and general communication with schools and offices. The work is performed under the general direction of the Director of Information Technology.

ESSENTIAL FUNCTIONS:

- Helpdesk administration;
- Require to answer helpdesk calls, resolve basis problems and refer more difficult calls to technical support personnel with follow-up to users;
- Maintain security records for user accounts;
- Verify backups for mini-computers are performed;
- Coordinate production schedule for schools and offices;
- Maintain school/office in-house inventories and MSDE State Inventory;
- Maintain e-mail accounts;
- Assist certificated and non-certificated staff in the use of technology;
- Process paperwork for orders, leave and payroll processes; and
- Run the helpdesk.

DUTIES AND RESPONSIBILITIES:

- Receive, research and respond to helpdesk requests from end users by email;
- Track, enter, and maintain email and security access for users;
- Answer phone, trouble shoot and document problems reported;
- Assist caller who has forgotten their password;
- Verify users who have not logged into system in 30 days and take corrective action; and
- Perform other duties as assigned.

QUALIFICATIONS:

- High school diploma required; college preferred;
- Three years or more experience on a computer helpdesk;
- Five years or more experience in the operation on mini-computers and related equipment;
- Knowledge of Microsoft Office, TCP/IP and Window XP;
- Knowledge of the operation of computer hardware, LAN/WAN hardware and related software;
- Must be able to process and keep track records required by department;
- Must be able to operate modern state of the art phone systems and call centers;
- Strong written and oral communications skills;
- Strong interpersonal skills; and
- Possess a valid Maryland driver's license at the time of employment. Applicant may be required to use own car, 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 EASMC-ESP salary schedule for twelve-month eight hour employees – Range 17.

BARGAINING UNIT ELIGIBILITY: EASMC-ESP