



AN EQUAL OPPORTUNITY EMPLOYER

Harford County Public Schools

Human Resources Office
102 S. Hickory Avenue, Bel Air, Maryland 21014
Telephone 410-588-5238

PERSONNEL VACANCY

PLEASE POST COMPUTER SUPPORT TECHNICIAN (2 Vacancies)

LOCATION:

Central Office – Office of Technology and Information Services

POSITION SUMMARY:

Under general supervision, uses specialized knowledge or skills to perform hardware support and repairs. Resolves hardware, software, and communication problems/conflicts/defects in a networked environment.

ESSENTIAL FUNCTIONS INCLUDE:

These are intended only as examples of the various types of job duties to be performed. The omission of specific duties does not exclude them from the position if the work is a similar, related, or logical assignment to the position.

- ▶ Investigates, analyzes, and resolves hardware, associated software, and communications problems on HCPS' computer systems; performs complex hardware repairs and maintenance on a wide variety of PC-based computers and peripherals.
- ▶ Provides advanced hardware technical assistance and support; troubleshoots and resolves system hardware, software, and communications failures and conflicts.
- ▶ Evaluates existing computer system's hardware and performs systems upgrades; based on customer or district needs, customizes and tests computer systems, and resolves configuration conflicts and errors.
- ▶ Utilizes client management tools for diagnostic and deployment of hardware and software assets.
- ▶ Installs, integrates, and configures new computer systems and hardware for users.
- ▶ Establishes and maintains relationships with the school-based personnel and the technical committee at the school and the PTA's technical committee.
- ▶ Works as a team player for larger upgrades and installations of new hardware and software.
- ▶ Reviews, prioritizes, and processes problem reports; documents the progress of projects and maintain accurate records of repair and preventative maintenance performed.
- ▶ Performs physical inventory and tagging of all computer equipment in assigned schools.
- ▶ Remains knowledgeable with industry trends and new technologies.
- ▶ May work and coordinate with outside vendors for installation, maintenance, and repair of computer related equipment.
- ▶ Assists in monitoring the compliance of end-users of HCPS' IT environment with standards, integrity controls, policies and procedures, and inform management of cases of non-compliance and recommends corrective actions.
- ▶ Maintains a high quality of customer service standards in dealing with and responding to inquiries.
- ▶ Assists in training users in the proper use of PC and network hardware and software.
- ▶ Transports and unpacks computers, printers, and peripheral devices not exceeding 50 pounds per carton.
- ▶ Perform other duties as assigned.

SALARY:

Grade 10 of the American Federation of State, County and Municipal Employees (AFSCME) 12-Month Employee Salary Schedule (\$42,055)

REQUIREMENTS:

- ▶ High school diploma or GED with minimum of two years experience directly related to the duties and responsibilities specified.
- ▶ Working knowledge of Win2003 and Win2008 network operating systems.
- ▶ Extensive knowledge of laptop and PC hardware and wired/wireless networking utilizing TCP/IP.
- ▶ Advanced knowledge of Microsoft Windows and Office software products, WinXP through Vista and Windows 7 clients, and imaging/cloning applications.
- ▶ Experience with a client/server management tool
- ▶ Able to run and crimp category 5e cabling and terminate into RJ45 jacks.
- ▶ Able to work independently or as a member of a team.
- ▶ Excellent verbal and written communication skills; able to work effectively with a wide range of customers of diverse backgrounds and varying technical knowledge.
- ▶ Possess excellent organizational skills; able to assess priorities and plan work schedules on a day-to-day basis.
- ▶ Able to lift and carry up to fifty pounds; able to climb a ladder and work overhead.
- ▶ Must hold and maintain a valid class C driver's license.
- ▶ Able to work after hours and on weekends as required.

DEADLINE:

Applications will be accepted until the position is filled. A resume will not be accepted in lieu of an application.

APPLICATIONS:

Applications are available on-line at www.hcps.org or may be obtained at any Harford County Public Schools location or the Human Resources Office.

The Harford County Public School System does not discriminate on the basis of race, color, sex, age, national origin, religion, sexual orientation, marital status, genetic identification, political affiliation, or disability in matters affecting employment or in providing access to programs for employees. Inquiries related to the policies of the Board of Education of Harford County should be directed to the Manager of Communications, 410-588-5203.

November 1, 2010