



Human Resources Office

102 S. Hickory Avenue, Bel Air, Maryland 21014

Telephone: 410-588-5238

Email: staffmanagement@hcps.org

www.hcps.org

AN EQUAL OPPORTUNITY EMPLOYER

March 2, 2022

VACANCY ANNOUNCEMENT

HCPS is committed to recruiting and retaining effective and diverse educators and staff to build a climate of student success and improve learning experiences for every child in every classroom.

ENDPOINT TECHNICIAN Office of Technology and Information Services

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.

DUTIES AND RESPONSIBILITIES INCLUDE

These items 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' endpoint systems including connected peripherals; performs complex hardware repairs and maintenance on a wide variety of technology-based devices.
- Provides advanced hardware technical assistance and support; troubleshoots and resolves system hardware, software, audio/video, and communications failures and conflicts.
- Evaluates existing endpoint system's hardware and performs systems upgrades; based on customer or district needs, customizes, and tests endpoint systems, and resolves configuration conflicts and errors.
- Evaluates and prioritizes incoming work order requests for assistance, update tickets with accurate and timely status.
- Utilizes client management tools for diagnostic and deployment of hardware and software assets.
- Installs, integrates, and configures new computer systems and other endpoint systems for users.
- Repairs/maintains large scale display solutions, including interactive panels and boards.
- Collaborates and assists with larger upgrades and installations of new hardware and software.
- Reviews, prioritizes, and processes problem reports; documents the progress of projects and maintains accurate records of repair and preventative maintenance performed.
- Performs inventory management via physical inventory and tagging of all endpoint systems.
- Remains knowledgeable with industry trends and new technologies.
- Collaborates and assists with outside vendors for installation, maintenance, and repair of technology-related equipment as assigned.
- Assists in monitoring the compliance of end-users of HCPS' IT environment with standards, integrity controls, policies, and procedures, and informs management of cases of non-compliance and recommends corrective action.
- Maintains a high quality of customer service standards in dealing with and responding to inquiries.
- Transports and unpacks endpoint systems and peripheral devices.
- Performs other work-related duties as assigned.

SALARY

Grade 11 of AFSCME Salary Schedule (\$57,656).

REQUIREMENTS

- High school diploma or GED required with a minimum of two years' experience directly related to the duties and responsibilities specified or one year internship with the HCPS Office of Technology. A+ certification preferred.
- Working knowledge of the most current version of Microsoft's enterprise operating systems and Office suite.
- Extensive knowledge of endpoint hardware and wired/wireless networking utilizing TCP/IP.
- Experience with a client/server management tool.
- Applies technical knowledge of electronics principles in determining equipment malfunctions and applies skill in restoring equipment operation or makes recommendations to replace equipment if expected cost to repair exceeds possible replacement cost.
- Able to run and crimp category 5e/6 cabling, terminate into RJ45 jacks, and repair RJ45 data drops.
- 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.
- Physically able to perform the essential functions, with or without reasonable accommodations, of the everyday responsibilities including lifting, carrying, pushing, pulling materials up to 50 pounds, and the ability to climb ladders more than 15 feet. Able to work overhead. Various lift, tools, and mechanical means of assistance should be employed for lifting heavier supplies, equipment, and material.
- Must hold and maintain a valid class C driver's license.
- Able to work after hours and on weekends as required.

HOW TO APPLY

Employment applications are accepted **online only**. To access the application, visit the Employment Opportunities section of the HCPS website at www.hcps.org. If you have questions or require assistance to complete the online employment application, contact the Human Resources Office at 410-588-5238.

DEADLINE

Online employment applications will be accepted **until filled**.

The Board of Education of Harford County Public does not discriminate on the basis of age, ancestry/national origin, color, disability, pregnancy, gender identity/expression, marital status, race, religion, sex or sexual orientation in matters affecting employment or in providing access to programs and activities and provides equal access to the Boy Scouts and other designated youth groups.

In accordance with the requirements of Title IX of the Education Amendments of 1972 (20 U.S.C. § 1681, et seq.), Harford County Public Schools does not discriminate on the basis of sex in any of its programs or activities or with regard to employment. Inquiries about the application of Title IX, and its implementing regulations to Harford County Public Schools may be referred to Renee McGlothlin, Harford County Public Schools Title IX Coordinator, by mail to 102 S. Hickory Avenue, Bel Air, Maryland 21014, or by telephone to 410-809-6087 or by email to Renee.McGlothlin@hcps.org or the Assistant Secretary for the Office of Civil Rights in the United States Department of Education by mail to 400 Maryland Avenue, SW, Washington, DC 20202 or by telephone 1-800-421-3481, or both.

AFFIRMING EQUAL EMPLOYMENT IN PRINCIPLE AND PRACTICE