Human Resources Office

HARFORD COUNTY
PUBLIC SCHOOLS

AN EQUAL OPPORTUNITY EMPLOYER

VACANCY ANNOUNCEMENT

May 10, 2021

COMPUTER SUPPORT TECHNICIAN
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' computer systems and connected peripherals; 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 school-based staff, 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 maintains 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 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.
- Assists in training users in the proper use of PC and network hardware and software.
- Transports and unpacks computers, printers, and peripheral devices.
- Performs other work-related duties as assigned.

SALARY

Grade 10 of the Salary Schedule for AFSCME ($52,011)

REQUIREMENTS

- High school diploma or GED required with a minimum of two years experience directly related to the duties and responsibilities specified.
- Working knowledge of the most current version of Microsoft's network operating systems.
- Extensive knowledge of laptop and PC hardware and wired/wireless networking utilizing TCP/IP.
- Advanced knowledge of Microsoft Windows 10 clients and Office software products, and imaging/cloning applications.
- Experience with a client/server management tool.
- 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 in excess of 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 Current Job Openings 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**.

AFFIRMING EQUAL EMPLOYMENT IN PRINCIPLE AND PRACTICE