HARFORD COUNTY
PUBLIC SCHOOLS

Human Resources Office
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VACANCY ANNOUNCEMENT

AN EQUAL OPPORTUNITY EMPLOYER

May 29, 2024

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.

APPLICATION SUPPORT ANALYST
Office of Technology and Information Systems

Provide technical assistance, general and in-depth problem analysis / resolution, training, and documentation to the client users of HCPS technology products and services.

ESSENTIAL DUTIES AND RESPONSIBILITIES MAY INCLUDE	*These items are intended only as examples of the various types of job duties to be performed; specific position assignments will vary depending on the needs of the department. 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.* • Serve as a team member to the HCPS end-user community providing a single point of contact to initiate technology support service. Engages client users via call center, email, and in person methods. De-escalates situations involving dissatisfied clients, offering patient assistance and support. Handles escalated support tasks as directed by Technology leadership. • Initiates corrective action through tier-1 problem analysis; delivers resolution or initiates escalation of support to tier-2 Technology team(s). • Initiates work orders associated with tier-2 escalation, tracks work order progress and communicates work order completion to the client user. • Recognizes and escalates to Technology Leadership potential issues involving operating procedures. • Manages the Technology product training schedule and delivers training sessions to HCPS internal clients via in-person classroom and virtual methods. • Creates and/or assists with the creation and revision of Technology product / service documentation. • Assists with the testing of Technology solutions / services. • Performs user account management for Active Directory password reset I lockout. Manages student information system accounts / permissions. • Performs other work-related duties as assigned.
SALARY	Grade 11 of the 12-Month AFSCME Salary Schedule ($59,386).
TRAINING AND EXPERIENCE REQUIRED	• Minimum requirement: High school diploma or GED; conferred degree from an accredited college or university or related work experience preferred. • Experience in PowerSchool eSchoolPlus student information systems preferred. • Minimum of two years experience in a customer service-related field (help desk, call center, service representative) or minimum of three years of experience in a K-12 administrative support position.

- Advanced knowledge of Microsoft Office 365 product support required: Microsoft certification preferred.
- Previous experience in the delivery of individual and/or group instruction using in-person and virtual delivery techniques.
- Possess a basic understanding of how web-based applications, computing devices and networks interoperate in order to troubleshoot and communicate with support teams.
- Excellent critical thinking and analytical analysis skills required; specifically, the ability to analyze a reported service issue and determine if resolution can be achieved via direct intervention or if escalation to a support team is required.
- Excellent verbal and written communication skills; the ability to work effectively with a wide range of customers who possess varying levels of computer skills and technical knowledge, active listening skills, a patient and empathetic attitude, comfortable working in a fast-paced environment.
- Ability to efficiently manage time, workload and resources within the scope of job duties.
- Ability to work as a team member or independently as required by operating conditions.
- Must be willing to engage in personal professional development to maintain / acquire proficiency in HCPS technologies.

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.