HARFORD COUNTY
PUBLIC SCHOOLS

Human Resources Office
102 S. Hickory Avenue, Bel Air, Maryland 21014
Telephone: 410-588-5238
Email: talentmanagement@hcps.org
www.hcps.org

VACANCY ANNOUNCEMENT   AN EQUAL OPPORTUNITY EMPLOYER

July 24, 2025

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
Central Office – Office of Technology

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 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.*

- 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

- This is a full-time twelve-month position. Salary range based on Grade 11 of the FY 2025-2026 AFSCME Salary Schedule for Twelve Month AFSCME Personnel. Starting Salary: $61,489– Maximum Earnings Potential $86,429. Those who are entering or returning to employment with Harford County Public Schools will begin on Step 1.
- Full salary schedules can be found at the bottom of the Current Vacancies webpage https://www.hcps.org/departments/humanresources/vacancies.aspx
- HCPS offers an expansive benefits package including individual and family medical, vision, dental, life insurance, retirement savings, pension, paid time off, and more.
- For a complete list of benefits, please visit the Employment Benefits section of the Human Resources webpage:
  https://www.hcps.org/departments/HumanResources/Default.aspx
- For more information on holidays and paid time off, please refer to the Holidays and Leave Provisions sections of the AFSCME Negotiated Agreement:
  https://www.hcps.org/boe/collectivebargaining.aspx
- FLSA: Non-Exempt

TRAINING AND EXPERIENCE REQUIRED

- 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 or apprentice 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 is committed to providing an inclusive and welcoming environment for all employees and applicants. We adhere to the principles of equal opportunity in all aspects of employment and do not discriminate on the basis of race, color, national origin, sex (including pregnancy and related conditions, sexual orientation, and gender identity), religion, disability, age, genetic information, or any other characteristic protected by applicable federal, state, or local laws.

In accordance with Title IX of the Education Amendments of 1972, Title VI of the Civil Rights Act of 1964, and Title VII of the Civil Rights Act of 1964, the Board of Education of Harford County prohibits discrimination based on sex, race, color, national origin, religion, or any other protected characteristic in any program or activity it operates. The Board of Education of Harford County encourages applications from all qualified individuals.

Inquiries or concerns about your rights related to Title IX can be directed to our Title IX Coordinator, Dr. Eric Davis, at 102 South Hickory Ave, Bel Air, MD 21014, 410-588-5202, or TitleIX@hcps.org. Inquiries related to your rights under Title VI or Title VII can be directed to our Coordinator of Investigations, Ms. Renee McGlothlin, at 410-809-6087 or Renee.McGlothlin@hcps.org. Harford County Public Schools' non-discrimination policy can be accessed here: NON-DISCRIMINATION POLICY: (hcps.org) and found on the HCPS website under Board of Education Policies and Procedures. Harford County Public Schools' non-discrimination statement can be accessed here: NON-DISCRIMINATION STATEMENT: (hcps.org) and found on HCPS' homepage.

AFFIRMING EQUAL EMPLOYMENT IN PRINCIPLE AND PRACTICE