This position requires the ability to assist in the installation, configuration, repair, maintenance, troubleshooting and security management of data communications, computer hardware and software within the school system. The work is performed under the supervision of the Technology Department.

EDUCATION, QUALIFICATIONS AND WORK EXPERIENCE

High School Diploma
One year of current work experience in information networks and user support desired
Applicable industry certifications desired (CompTIA, Microsoft and Cisco)
Knowledge and experience in configuring Microsoft Windows Workstation 10
Knowledge and experience in configuring Microsoft Windows Server 2012 desired
Knowledge of the methods, hardware, software, and practices of the information technology data processing systems
Ability to troubleshoot and demonstrate skill in the diagnosis of problems relating to the operation of information networks and networked computer hardware and software systems
Ability to read, write, and work from technical specifications
Good verbal and written communication and human relation skills
Skill in the use of IT testing equipment and materials
Must possess valid driver’s license
Ability to comply with all safety rules and regulations established by Charles County Public Schools
Demonstrated ability to work professionally and discretely with extremely confidential information
Excellent analytical, problem solving and troubleshooting abilities
Self-motivated with the ability to work both independently and in a team environment
Excellent customer service, communication (both written and verbal), and cross group collaboration skills required
ESSENTIAL JOB FUNCTIONS

Possess skills in the installation, configuration, repair, maintenance, troubleshooting and security management of data communications, computer hardware and software within the school system
Assists in supporting users in the use of software and personal computers
Responds to emergency duty assignments when required by supervisor
Assists in implementing technology standards, policies and procedures
Assists as the technical point of contact
Collaborates with the school’s permanent Computer Analyst
Monitors remote and local networks to assure optimum response time and throughput
Prepares written reports
Provides support for PARCC and other online testing
Assists in maintaining accurate inventory records
Maintains records of all work performed
Regular on-time attendance
Specific vision abilities required by this job include close vision, distance vision, peripheral vision and the ability to adjust focus
Must be able to tolerate low to moderate noise level in the work environment
Work may or not be performed in a normal office setting such as the LAN/WAN room and wiring closets
Performs related duties as assigned by the Executive Director of IT Strategy.

ENVIRONMENTAL FACTORS & PHYSICAL REQUIREMENTS

The environmental factors and/or physical requirements of this position include the following:
While performing the duties of this job, the employee is required to have ordinary ambulatory skills sufficient to visit other locations; and the ability to stand, walk, stoop, kneel, crouch, and manipulate (lift, carry, move) weights of 10 to 50 or more pounds. Requires good hand-eye coordination, arm, hand and finger dexterity, including ability to grasp, and visual acuity to use a keyboard. The employee frequently is required to sit, reach with hands and arms, talk and hear.

Charles County Public Schools reserves the right to re-advertise and modify the content of vacancy announcements at any time; however, this may be the only notice for this position during the noted advertisement period.