

Systems Administrator IV

Responsible for audio-visual services which includes supervision of audio-visual specialists, working with audio-visual equipment in schools and offices to support administrative and curriculum instructions. Support Baltimore City Public Schools events such as conferences, Board meetings, public townhall meetings, special events, and all other public events. This job also requires management of audio-visual units, budgeting, design and on-site setup of equipment.

Essential Functions

Strategy & Planning

- Develop Service Level Agreements (SLAs) to establish problem resolution expectations and timeframes.
- Develop policies and procedures that outline how problems are identified, documented, assigned, and resolved.
- Analyze the performance of AV activities and documented resolutions, identify problem areas, and devise and deliver solutions to enhance the quality of service and prevent future problems.
- Manages a team in one or more offices; provides direction on employee management (e.g. recruitment of talent, performance management, etc.).

Operational Management

- Manage the operations of the audio-visual support team to ensure professional quality audio-visual technical support as needed for meetings, public town halls, community events, Board meetings, special events, etc...
- Supervise the operations of the audio-visual support team to ensure professional quality audio-visual technical support as needed for meetings, public town halls, community events, Board meetings, special events, etc...
- Participate in design, lead implementation, and provide ongoing support of video conference rooms for all BCPSS sites
- Interface with key customers to ensure service delivery needs are met
- Manage a team with their daily tasks & collaborate with the Communication Services management team to ensure quality service is delivered globally

- Manage work requests and calendar of events to ensure that all needs are adequately addressed in a timely manner
- Coordinate and assist in set up & support for meetings for senior executives as requested and ensure that on-site support is provided during these meetings
- Provide oversight and coordination with Facilities Management during the construction of new conference rooms incorporating AV functionality
- Manage AV service vendors and integrators to ensure project and support are delivered as defined
- Monitor usage and capacity for the video conference infrastructure
- Identify and recommend opportunities to improve and enhance audio/video conferencing services to internal and external customers

Acquisition & Deployment

- Share budget responsible for budget preparation, including but not limited to cost projections for labor, equipment upkeep and maintenance, equipment replacement, and other new purchases, supplies, and other related costs.
- Conduct research on emerging products, services, protocols, and standards in support of AV technology procurement and development efforts.
- Liaise with vendors for the procurement of new systems technologies; oversee the installation and resolve adaptation issues.
- Ensure appropriate training initiatives for new and existing staff.
- Purchasing and deployment tasks.

Maximum Salary\$141982.00

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Desired Qualifications

- Master's degree in an appropriate area of specialization; or a bachelor's degree in an appropriate area of specialization or 5 -8 years of appropriate experience.
- Certified Technology Specialist (CTS) Certification.
- Experience with (MS Teams, Zoom, Amazon Chime, BlueJeans, and Google Meets)
- Computer Skills: MS Office, Outlook, Visio, etc.
- Onsite or Internal Support experience.
- Expertise and experience in the assigned technical disciplines. Experience in managing the design and implementation of 2-3

moderately large or moderately complex projects or operational units. Ability to achieve objectives. Demonstrated leadership potential. Ability to communicate effectively verbally and in writing, with technical and non-technical audiences in conducting formal presentations and preparing reports. Demonstrated leadership potential.

Full time

Additional Details

Qualified candidates for the above position must submit the following:

- Completed online application
- Resume that clearly demonstrates the above minimum qualifications. It is important that you include all experiences and education related to the position to which you are applying.
- Upload copies of all transcripts -undergraduate, graduate and all MSDE Certifications
- Must provide three (3) professional references to include: name, title, business address, e-mail address and phone number
- All documentation/certification necessary (scanned copies accepted) to substantiate minimum qualifications; must be uploaded into application
- All documentation must be scanned and uploaded to application

Benefits -- This position is eligible for benefits. To review the available options please see the information relevant to the union for this position by viewing the following link: <http://www.baltimorecityschools.org>

Baltimore City Public Schools ("City Schools") does not discriminate in its employment, programs, and activities based on race, ethnicity, color, ancestry, national origin, nationality, religion, sex, sexual orientation, gender, gender identity, gender expression, marital status, pregnancy or parenting status, family structure, ability (cognitive, social/emotional, and physical), veteran status, genetic information, age, immigration or citizenship status, socioeconomic status, language, or any other legally or constitutionally protected attributes or affiliations. Discrimination undermines our community's long-standing efforts to create, foster, and promote equity and inclusion for all. Some examples of discrimination include acts of hate, violence, harassment, bullying, or retaliation. For more information, see Baltimore City Board of School Commissioners Policies [JBA \(Nondiscrimination - Students\)](#), [JBB \(Sex-Based Discrimination - Students\)](#), [JICK \(Bullying, Harassment, or Intimidation of Students\)](#), [ACA \(Nondiscrimination - Employees and Third Parties\)](#), [ACB \(Sexual Harassment - Employees and Third Parties\)](#), [ACD](#)

[\(ADA Reasonable Accommodations\)](#), and [ADA \(Equity\)](#), and the accompanying City Schools Administrative Regulations. City Schools also provides equal access to the Boy and Girl Scouts and other designated youth groups. [Link to Full Nondiscrimination Notice.](#)

This position is affiliated with the City Union of Baltimore (CUB) bargaining union.

This position is affiliated with the State Retirement Plan.

In accordance with Maryland law, City School is required to share the position salary ranges in its entirety. Please note, this is not the hiring range. The hiring range for this position is (\$79,856 - \$104,981).