Operational Support Specialist III

Functioning at an advanced level of technical expertise provides technical support to one or more areas of operations within the Information Technology Department.

Essential Functions

- Assists in research and development of complex technical documents.
- Develops and maintains complex work flow diagrams.
- Designs and maintains complex tracking databases for all areas of information technology operations.
- Creates complex electronic presentations for all areas of information technology operations.
- Creates and maintains complex tracking systems for deployment of technical resources, communications with all central office departments and schools, and communications with external resources such as vendors and/or consultants.
- Researches and facilitates the resolution of complex customer service requests.
- Assists in the implementation of customer support processes.
- Organizes and maintains complex technical libraries.
- Ensures that systems and system changes are properly documented.
- Assists in monitoring technical control hardware and software problems utilizing software testing tools and techniques.
- Provides complex LAN/WAN support as requested.
- Assists in the installation of hardware and software as directed or requested.
- Responsible for complex tasks relating to network monitoring, operations, installation, and/or maintenance.
- Prepares, and/or maintains systems, development, and operations documentation, including user manuals. Responsible for maintaining current internal documentation libraries.
- Reviews information to be entered dictionary, keyword lists, and dictionary forms to assure adherence to standards and guidelines.
- Guides and advises less experienced Operations Specialists.
- Provides complex database schematics to appropriate team member to assist in the design and implementation of databases that support the organization.
- Makes recommendations for the deployment of technical resources such as applications, database and/or hardware.
- Responsible for graphic design and use, operation and setup of graphic systems. Participates in graphic projects and assists in the coordination of production scheduling. Interfaces with users to determine scope, and medium.
- May interface with vendor support service groups to ensure proper escalation of technical problem/issues during outages and/or periods degraded system performance.
- May participate as team member in projects of moderate size, scope and complexity. May be a team lead for projects of small size, scope and complexity.
• Assists with complex activities relating to network monitoring, operations, and maintenance.
• Maintains an advanced technical knowledge of programs, databases, operating systems, customer data retrieval processes, or network configurations.
• Participates in the training programs offered to increase technical, interpersonal and communication skills and proficiency related to the projects to which assigned.
• Utilizes tact and exercises good judgment in interacting with the public, school and central office personnel.
• Performs and promotes all activities in compliance with equal employment and nondiscrimination policies; follows federal laws, state laws, school board policies and the professional standards.

Maximun Salary $70899.00
Minimum Salary $57162.00

Desired Qualifications

• Bachelor's degree in a technology related field and technical certification(s) and two years directly related experience; or a Bachelor's degree in a technology related field and three years directly related experience; or an Associate's degree in a technology related field and technical certification(s) and four years directly related experience; or an Associate's degree in a technology related field and six years directly related experience; or a High School degree and technical certification(s) and eight years directly related experience; or a High School degree and ten years directly related experience.
• Proficient using Microsoft Office applications including, but not limited to MS Word, Excel, PowerPoint, Office 365, and Visio.
• Experience with Active Directory administration.
• Experience with troubleshooting network and server issues.
• Superior written and oral communication skills.

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 does not discriminate on the basis of race, color, ancestry or national origin, religion, sex, sexual orientation, gender identity, gender expression, marital status, disability, veteran status, genetic information, or age in its employment, programs and activities and provides equal access to the Boy Scouts of America and other designated youth groups. For inquiries regarding the nondiscrimination policies, please contact Equal Opportunity Manager, Title IX Coordinator Equal Employment Opportunity and Title IX Compliance Office 200 E. North Avenue, Room 208 Baltimore, MD 21202; 410-396-8542 (phone); 410-396-2955 (fax).

**This position is affiliated with the Paraprofessionals and School Related Personnel (PSRP) bargaining unit.**

**This position is affiliated with the City Retirement Plan.**