



NEWS RELEASE

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BCPS to hire students as IT support techs for the summer

Employment opportunity for students interested in technology support or hardware repair

Towson, MD -- For the third consecutive year, Baltimore County Public Schools' Department of Information Technology (DoIT) will hire several summer employees for IT support tech I positions. Preference will be given to rising Grade 11 and Grade 12 BCPS students.

"Summer is an especially busy time for BCPS," said BCPS Superintendent Dr. Darryl L. Williams. "Devices need to be prepared for the 2021-22 school year for staff and students, and tech support is needed during summer school programs. The positions offered by DoIT are wonderful summer employment opportunities for BCPS students interested in technology support or hardware repair careers to learn and to contribute to the school system."

The IT Support Tech I positions offer those new to technology support theoretical and practical knowledge that can give participants a competitive edge when applying for future jobs.

Students working as IT support tech I will:

- be offered the opportunity to gain an HP Certification for repairing devices manufactured by Hewlett-Packard (HP).
- work in an online ticketing system, working directly with customers by responding to service requests.
- answer incoming calls from BCPS students, staff, and community members if assigned to the DoIT help desk.

- learn how to perform complete diagnostics and repairs on laptop or desktop computers (including but not limited to repairing hardware components, cleaning computers, and installing operating systems).
- participate in technical training and gain knowledge of real-world technical practices.
- assist with technology set-up in classrooms and offices.

Summer employees will work up to five 7.5-hour days (Monday through Friday from 8 a.m. – 4 p.m.) and appropriate breaks will be provided. Preapproved flexible hours are possible and occasional overtime may be offered in accordance with Fair Labor Standards Act guidelines. Positions will be located throughout the county.

Interested students can find [additional information](#) and [apply](#) for positions online.

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[Baltimore County Public Schools](#), the nation's 25th largest school system, is focused on raising the bar and closing gaps to prepare our students for the future. Thanks to innovative and talented leaders, teachers, staff, and students, BCPS celebrates [many honors](#).