User Support Analyst

Full-time, Regular
Exempt Employee Status

The University of Maine System’s Office of Administrative Systems Development and Support is seeking a User Support Analyst. This full-time regular position provides help desk Tier II technical support concerning installation, configuration and operational problems to administrative users concerning the installation, configuration and functionality of UMS administrative systems. Functions include identifying problem trends and communicating them to appropriate staff and assisting in development and documentation of training material.

**Required Qualifications:** Prospective candidates must have a Bachelor’s degree in a technology-related field or equivalent training and experience. The job requires strong communication and organizational skills and knowledge of desktop computers, operating systems and applications. One year’s experience in a technology or service-related field is required. **Preferred Qualifications:** Help desk experience is preferred.

The salary range is $27,243-$45,290 annually, with $27,243 to $31,755 being the normal starting rate, commensurate with skills and experience. The University System Office offers an excellent benefits package. Additional information about the University of Maine System is available at [www.maine.edu](http://www.maine.edu).

Send a letter of application addressing the requirements of the position, résumé, and contact information for three professional references to: Office of Human Resources, User Support Analyst Search, 16 Central Street, Bangor, ME 04401 or e-mail to umsjobs@maine.edu. **Review of applications will begin July 28, 2006** and continue until the position is filled.

*The University of Maine System is an Equal Opportunity/Affirmative Action Employer and strongly encourages applications from and nominations of women and minority candidates. The University provides reasonable accommodations to qualified individuals with disabilities upon request.*