IT Specialist, CL3

Two positions available on the University of Maine at Farmington campus

*Full-time, regular, non-exempt position*

The University of Maine System is seeking to fill two positions as IT Specialist, Career Level 3. These positions work both independently and collaboratively to provide technology support to faculty, staff, and students through on-site, phone, email and remote assistance. Responsibilities include: maintain administrative technology hardware and software; maintain computer labs and classrooms; assist faculty, staff and students with software support issues; provide on-site support to ensure computers and labs are fully operational; supervise and manage student IT staff; provide media services support; troubleshoot client-based network connectivity issues; monitor support queues for proper and timely completion; coordinate services with other IT departments; participate as an active member of cross-functional teams; investigate, analyze, and learn new and emerging technologies which have potential application in the campus environment.

**Competencies:**
- Collaborative and an effective communicator who possesses a strong customer service orientation
- Strategic and creative thinker
- Demonstrated ability to providing effective technical solutions for a diverse community within a changing environment.

**Required Qualifications:**
- Technical support experience
- A strong working knowledge of PC and/or Macintosh hardware, software, operating systems; and a broad knowledge of application software including email, productivity and Internet applications.

**Preferred Qualifications:**
- Two years related, specialized post high school education
- The equivalent of four years of full-time experience performing related technical computer support
- Higher education experience

The starting rate is $16.64 for a new hire or the appropriate transfer rate for a current employee within UMS. Benefits include medical, dental, retirement and tuition waiver programs for employees and dependents. The UMS is a recipient of the Wellness Councils of America’s Well Workplace Award and offers wellness programs.

The position is open until filled; however, applications received after the first screening date on August 26, 2015 will be considered at the discretion of the university. To apply, send a complete application packet consisting of a cover letter addressing your experience as it relates to the requirements of this position, specifically the competencies and qualifications, along with a resume and contact information for three professional references to: IT Specialist Search, Office of Human Resources, 16 Central Street, Bangor, ME 04401 or e-mail to umsjobs@maine.edu referencing job code 18-08-16. Only complete applications will be considered.

Successful candidate will undergo background check.
University Services is an EEO/AA employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, sexual orientation, age, disability, protected veteran status, or any other characteristic protected by law.