Support and Solutions Lead

*Full-time, regular, exempt position*

The University of Maine System is seeking to fill a position as Support and Solutions Lead. Located in Bangor for now and in Orono on the University of Maine campus in the future, this position leads a team of software analysts responsible for integrating, managing and supporting software solutions in a customer-focused, fast-paced support environment. Support in this capacity includes fielding, analyzing, and prioritizing customer requests; collaborating with others in the department to resolve issues or develop alternate solutions; and escalating issues to other groups or departments within US:IT as appropriate for resolution.

The Lead works collaboratively with others in the department and the larger University Services: IT organization to assess customer needs, create more effective approaches to campus operations, to resolve issues, or to research and create alternate solutions and workarounds. The incumbent oversees staff assignments and prioritization of efforts in the face of competing demands.

The Support and Solutions Lead supervises a staff of software analysts and oversees scheduling, training, support best practice development and implementation with the goal of providing consistent, reliable, standards-based, and customer focused support for applications.

The complete job description is linked here.

**Competencies:**

- **Planning and organizing:** Plan and organize work to manage time effectively and accomplish job duties.
- **Problem Solving and Decision Making:** Observe and evaluate the outcomes of implementing the solution to assess the need for alternative approaches and to identify lessons learned.
- **Identifying with a Team and its Goals:**
  - Use a group approach to identify problems and develop solutions based on group consensus
  - Effectively communicate with all members of the group or team to achieve goals and objectives
  - Effectively lead a team which may be virtual (in whole or in part) comprised of participants (internal and external) in different locations
- **Allocating Resources:** Allocate time and resources effectively and coordinate efforts with all affected parties

**Required Qualifications:**

- Bachelor’s degree (or equivalent) and 3 years of progressive experience working with a team in supporting complex software systems and assessing, planning and delivering application enhancements and implementations

**Preferred Qualifications:**

- Experience in Higher Education
- Experience supporting a PeopleSoft ERP, either as an analyst or managing a group of analysts

The salary range is mid $50s to mid $60s and will be based on the qualifications and experience of the successful applicant. Benefits include medical, retirement with 10% employer contribution and tuition waiver.
programs. 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 July 24, 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: Support and Solutions Lead Search, Office of Human Resources, 16 Central Street, Bangor, ME 04401 or e-mail to umsjobs@maine.edu referencing job code 02-08-16. Only complete applications will be considered.

The successful applicant will be subject to background screening.

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.