IT Specialist, CL3

Full-time, regular, non-exempt position

The University of Maine System is seeking to fill a position as IT Specialist, Career Level 3. This position works independently to provide technology support to faculty, staff, and students. Responsibilities include: maintain computer labs and classrooms; assist faculty, staff and students in software support issues; provide on-site support to ensure lab computers are fully operational; supervise and manage student IT staff; provide media services support; monitor service orders 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. This job is primarily at the Lewiston-Auburn College location, with occasional responsibilities at the Portland and/or Gorham campuses.

Competencies:
● Excellent oral and written communication and interpersonal skills
● Effective strategic thinking and planning skills for managing out-of-the ordinary situations in the lab or classroom
● Demonstrated customer service skills
● Serve as department representative
● Provide mentoring to students

Required Qualifications:
● Information technology support experience
● A thorough 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
● Valid driver’s license for travel between campuses

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. 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 June 2, 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 46-08-15. Only complete applications will be considered.

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.