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; monitor service orders for proper and timely completion; coordinate services with other IT departments; participate as an active member of cross-functional teams. This job is primarily located at the UMA-Augusta campus, with occasional responsibilities at other UMS campuses and centers.

**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

**Required Qualifications:**
- High School Diploma
- Two (2) years of full-time Windows technician computer support experience
- Thorough knowledge of PC hardware, software, and operating systems
- Broad knowledge of application software including email
- Valid driver’s license for travel between campuses
- Strong organizational skills and attention to detail

**Preferred Qualifications:**
- Knowledge of Macintosh hardware, software, and operating systems
- Baccalaureate Degree or two years related, specialized post high school education
- Four years of full-time experience performing related technical computer support
- Higher education experience
- Experience in a Helpdesk position

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 August 13, 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 (preferred) to umsjobs@maine.edu referencing job code 15-08-16. 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.*