



## Information System Support Specialist II

**Title of Position:** Information System Support Specialist II

**Bargaining Unit/Anticipated Salary Range:** MSEA Support Services; Level 19; \$19.36 – \$22.08/hour

**Responsibilities:** Provides excellent first and second tier user technical support and support resources for all employees, students and guests of the institution. Installs, configures, administers, troubleshoots, updates, maintains and documents a wide array of hardware and software solutions, including desktops, laptops, tablets, phones, wired and wireless network solutions, print / copy / scan systems, classroom technologies, audio / visual solutions and other technology integrated systems. Configures, deploys, manages and maintains complex network systems, including wired and wireless data and communications networks. Updates and maintains security posture of all systems under management and advises others on information security related matters.

**Minimum Qualifications:** Associates degree in Information Technology or related field. Three years' experience in IT support as well as server or network administration experience required. A+, Network + and Security + certifications desired.

**Preferred Knowledge, Skills and Abilities:** Duties require knowledge of local area networks and wireless networks as well as knowledge of modern computing hardware and software, including servers and clients as well as operating systems and applications. Computer application design and configuration of hardware and software. Knowledge of research techniques, proper information security and backup procedures and institution procedures and standards is required. The ability to install modern network and computing hardware and software, load and optimize utilization of advanced software and operating systems, troubleshoot and repair complex computer system failures and diagnose computer system problems is considered essential in performing the functions of this job. The ability to prepare training materials and conduct training on system operations and software for other employees and to consult with other employees and managers on best use of computing systems is also required. Position required to stay up to date on current computer technology in order to make informed recommendations regarding policy development and improvements. Develops and designs programs and systems when applicable.

**Benefits:** Employer paid health, dental and life insurance for employee, Maine State Retirement and a generous paid time off package.

**Application Procedure:** Email cover letter, resume, transcripts, and contact information for three professional references to [resumes@emcc.edu](mailto:resumes@emcc.edu). Application materials are due by January 20, 2020.

**Eastern Maine Community College is an equal opportunity/affirmative action institution and employer. For more information about this commitment, please call the Affirmative Action Officer at (207) 974-4633**