



## **Town of Hampden – IT Technician (anticipated opening)**

**Job Title:** IT Technician

**Location:** 106 Western Ave., Hampden, Maine 04444

**Duration:** Full-Time

**Grade:** 11B

### **About Us:**

The Town of Hampden is a vibrant community committed to providing excellent services to its residents. We are seeking a motivated and enthusiastic individual to join our team as an IT Technician. This position offers a unique opportunity to gain hands-on experience in supporting our staff with IT needs while contributing to the efficient operation of our town government.

### **Responsibilities:**

Position reports to the Director of IT.

End-User Support: Diagnose and resolve hardware and software issues for end-users, including operating system errors, network connectivity problems, and application malfunctions. Troubleshoot and resolve issues in a timely manner by utilizing our internal helpdesk ticket system to minimize downtime and ensure smooth operations.

System Administration: Assist in the set-up, installation, and configuration of office IT equipment, including computers, printers, scanners, and other peripherals. Ensure that all equipment is properly connected and functioning correctly to meet the needs of town employees.

AV System Management: Operate and maintain the broadcasting AV system during Town Council meetings and Planning Board meetings. This includes setting up audiovisual equipment, ensuring proper lighting and sound quality, and troubleshooting any technical issues that may arise during the broadcast.

Maintenance and Upkeep: Perform routine maintenance tasks on IT equipment and AV systems to ensure optimal performance and longevity. This may include software updates, virus scans, and equipment cleaning.

Documentation and Training: Document IT procedures, troubleshooting steps, and best practices for future reference. Provide training and assistance to staff members on the use of IT equipment and software as needed.

Collaboration: Collaborate with IT staff and other departments to support various technology initiatives and projects. Assist in researching and evaluating new technologies to improve efficiency and productivity within the organization.

**Qualifications:**

- Associate's degree or higher in Information Technology, Computer Science, or a related field, or equivalent relevant experience required.
- Solid understanding of computer hardware, software, and networking concepts. Certifications like CompTIA A+, Network+, Security+ are a plus.
- Experience with Operating Systems like Windows, Android and iOS.
- Strong problem-solving skills and ability to troubleshoot technical issues independently.
- Excellent communication and interpersonal skills.
- Ability to work effectively both independently and as part of a team.
- Prior experience with Audio Visual equipment and broadcasting systems is a plus.
- Familiarity with Google Suite, Microsoft Office Suite, and other common business software applications.

**Benefits:**

- Health insurance
- Retirement Plan (multiple options including MainePERS)
- PTO (Vacation, Sick, and Holiday)
- Professional development opportunities (Training/Certification)

**Application Process:**

Please submit your resume and cover letter to [avernier@hampdenmaine.gov](mailto:avernier@hampdenmaine.gov). An employment Application can be found on our website at <https://www.hampdenmaine.gov/jobs>