



IT SUPPORT SPECIALIST

SeniorsPlus is the designated Agency on Aging and Disability Resource Center serving Franklin, Oxford, and Androscoggin Counties. We have been chosen as one of the Best Places to Work in Maine in 2013, 2014, and 2016. We are looking for an IT Support Specialist to work out of our Lewiston office.

SUMMARY

The IT Support Specialist is a full-time, 40 hour/week position providing primary front-line support in answering questions and/or resolving problems concerning the use of agency databases, computer hardware and software, including printing, installation, router and IP phone connectivity, email, and operating systems. Responsible for providing technical assistance and training to system users; build, install, modify, or make repairs to personal computer hardware and software as well as telecommunications gear.

QUALIFICATIONS

Associate's degree (A.A.) or equivalent from two-year college or technical school; or 3 to 4 years related experience and/or training; or equivalent combination of education and experience. The ideal candidate will possess a demonstrated knowledge of Microsoft operating systems, Microsoft Office, (SQL Server Reporting a plus), IP phone systems, personal computer teardown/rebuild; basic networking and troubleshooting including router configuration; and basic copier & printer support. Excellent communications skills to effectively listen and work with all levels of knowledge and expertise are key to this position. Special consideration will be given to those with Medivare Harmony database experience and the ability to support users.

BENEFITS

Generous benefit package available. Twenty-three days of earned benefit time PLUS 10 paid holidays for the first two years which starts accruing at the date of hire.

Interested individuals should submit a letter of interest, including salary requirements, and resume to jobs@seniorsplus.org; or

Seniors Plus
Human Resources
8 Falcon Road
Lewiston, ME 04240

SeniorsPlus is an Equal Opportunity Employer