

Lewiston/Auburn Emergency Communications Services Communications Support Specialist

The Lewiston-Auburn Emergency Communication Center, one of the busiest 9-1-1 call taking and dispatching centers in Maine, is accepting applications for a Communications Support Specialist.

Under the direct Supervision of the IT Director, the Communications Support Specialist (CCS) provides technical assistance to computer system users, answers questions, assists in technical training, and resolves software and hardware problems in person, via telephone and/or through remote access.

The CCS performs his or her duties with a great degree of independence and under minimal supervision, using tact and judgment when answering inquiries and determining the correct course of action. He/she must be available to work a flexible schedule and recognize the support needs of an agency that provides emergency public safety assistance 24 hours a day, seven days a week.

High school diploma (or GED), Associate degree in computer science or equivalent combination of training and experience which provides the required knowledge, skills, and abilities. Knowledge and use of Microsoft Office Products including Office 365, Microsoft Windows 10, Windows 7, and Windows Server. Additional knowledge and use of IMC, Microsoft Access, VMware, Verizon Mobile Connectivity, RSA SecurID, Mitel VOIP phones, and Motorola radio systems extremely helpful. Candidates must work well with the public, public safety officials, local municipality employees, and organizations. Candidates must submit to a background check.

Salary range is \$40,000.00 to \$44,000.00 per year, plus excellent benefits.

Interested candidates may email their cover letter and resume to 911Admin@auburnmaine.gov. The deadline for applications is September 28, 2018.

Equal Opportunity Employer