



OFFICE OF THE PRESIDENT
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Information Systems Specialist II
Located at Central Maine Community College

The Maine Community College System (MCCS) is seeking a full-time Information Systems Specialist II. Under limited supervision and a high level of judgment required, this technical services position provide management and troubleshooting of all classroom audio visual and computing equipment. This position provides tier 1 support for enterprise applications, and the infrastructure divisions, including, where appropriate, research and proactive maintenance at the assigned college's. The position will perform tier 1 technical support and administrative functions across the complete range of technologies supported by MCCS IT Shared Services, requiring a vast knowledge of multiple user and server hardware, software and Software as a Service environments. This position is also responsible for installing, configuring, and maintaining campus specific software and services based on their college assignment. The position is required to keep up to date on current computer technology in order to perform their duties and contribute to recommendations regarding policy development and improvements. They may also provide input for the development of information technology plans for the college, working collaboratively with College employees including the Helpdesk Manager and MCCS Deputy Chief Information Officer. This position is located at Central Maine Community College and the work hours during the academic year, are Monday – Thursday from 10:00AM - 6:30PM, and Friday 8:00AM - 4:30PM. During the off academic year work hours are Monday – Friday from 8:00AM - 4:30PM.

The Information Systems Specialist II position is classified within the MSEA Support Services Unit range 19. MCCS offers a full suite of employee benefits including health, dental, vision and life insurance, retirement savings, flexible savings accounts, employee assistance program, tuition waivers, 529 education plan MCCS matching grant and paid holidays, vacation, and sick time.

The required minimum qualifications include an associate’s degree in information technology or related field and four years of experience in information technology or related discipline. Years of relevant training and experience may be considered in lieu of minimum education requirements on a year-for-year basis.

The required knowledge, skills, and abilities include, but not limited to, the following:

- Knowledge of complex design, image creation, implementation, upgrades, management, and troubleshooting of computers and labs on all CMCC campuses, as well as project management concerning computer/lab replacement cycles.
• Ability to coordinate and or perform installations, maintenance, troubleshooting, and repair of desktop and laptop computers at CMCC, requiring analysis and resolution.
• Ability to keep up to date on current computer technology in order to make informed recommendations regarding policy improvements and future needs in the computer labs, in working with faculty, and shared services staff.
• Ability to plan and assist students and faculty in the labs by demonstrating proper use of the equipment and use of hardware and software.
• Skilled in providing support in the research, development, and maintenance of desktop documentation (how labs are configured).
• Ability to communicate effectively orally and in writing.

For more information about this opportunity and others, please scan the QR code. To apply, please upload your cover letter, current resume/CV, including names and contact information for three professional references, and official transcripts when you complete the online application. Search will remain open until the position is filled.



Thinking about applying?

Research shows that people from historically excluded communities tend to apply to jobs only when they check every box in the posting. If you’re currently reading this and hesitating to apply for that reason, we encourage you to go for it! Let us know how your lived experience and passion set you apart.

MCCS is an Equal Opportunity employer. We celebrate diversity and are committed to creating an inclusive and non-discriminatory environment for all employees. We provide reasonable accommodation to qualified individuals with disabilities upon request. For more information, please contact the MCCS Affirmative Action Office (207)629-4000. TTY Dial Maine Relay 711.

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