University of Maine

Job Description

TITLE: IT Lab Support Technician

DEPARTMENT: Advanced Structures and Composites Center

DATE: January 2020

**REPORTS TO**: Reports directly to US:IT Web Application Development Lead

Reports directly to US:IT Asst. IT Operations Manager

Reports indirectly to the Communications and IT manager for the ASCC

**Purpose:** The purpose of this position is to administer and facilitate the continued advancement of the internal website, my.composites, and corresponding databases at the Advanced Structures and Composites Center (the Center). The incumbent will provide programming and technical support to the Center’s instrumentation team and deliver general IT assistance to Center staff. In addition, the incumbent will ensure the successful completion of updates and enhancements to the my.composites website by assigning and verifying the work of others and troubleshooting problems.

**Essential Duties & Responsibilities:**

* + 40% In collaboration with the ASCC Group, maintains, updates and develops the internal website at the Center, administers related databases, and leads undergraduate students in these tasks, meets with end-users and discusses advancements and changes in the internal website;
  + 30% Assists projects and Center staff with programming and technical problems as needed;
  + 15% In collaboration with the US:IT Technical Lead for Research, researches, develops, and implements security solutions regarding staff and lab computers to meet compliance requirements; supports compliance requirements for general staff computers and networks, as well as legacy computer lab hardware and software by various means, both standard and experimental;
  + 10% In collaboration with the US:IT Technical Lead for Research, works in conjunction with the instrumentation team and Center IT staff to provide programming and technical computer support and knowledge on projects and tasks where needed; Has the flexibility to work between the instrumentation and IT teams to quickly achieve desired project results;

5%:

* + Provides structure to maximize productivity of the student programmers;
  + Communicates with vendors to establish purchase specifications for research and testing materials, non-capital equipment and capital equipment;
  + Participates in meetings with clients;
  + As part of each project, interacts regularly with a team of post-doctoral fellows, peers, Center staff, students and faculty.

Authority:

* + Manages a team of undergraduate students in website development and database administration.

Fiscal Responsibility:

* Researches, recommends and determines specifications for purchase of equipment, materials and supplies for use in research projects.

Performs other reasonably related duties as assigned.

**Knowledge & Skill Qualifications:**

**Required:**

* B.S. in Computer Science, or a similar degree, or equivalent work experience.
* Excellent oral and written communication skills.
* Ability to work independently as well as in a team environment with faculty, post-doctoral fellows, lab technicians, management, students, and research sponsors.
* Pervious supervisory experience.
* Experience with web development and database administration.
* Demonstrated ability to work in collaboration across multiple teams and disciplines.

**Preferred:**

* Experience with the following languages and/or platforms: PHP, MySQL, HTML, CSS, JavaScript, Bash, PowerShell, Python, and C\C++,  Codeigniter, JQuery, Bootstrap, Tabulator, MVC.
* Experience with programming microcontrollers such as: Arduino, Raspberry Pi and various ARM cortex boards.
* General and broad knowledge of Microsoft products and operating systems regarding software installation, user administration and scripting.
* Ability to perform system administration tasks in various Linux environments.
* Acquainted with networking and network structures such as VPNs and VLANs, and the ability to diagnose and resolve network issues.
* Ability to troubleshoot lab instrumentation systems such as: Instron, Pontos and Aramis.
* Demonstrated ability to handle multiple projects and constant deadlines.

**Position Type:** Contingent on funding and successful performance.

**Work Schedule:** Normal University of Maine business hours are Monday through Friday 8:00 a.m. to 4:30 p.m. Due to the nature of the position, work beyond regular hours (to include evenings and weekends) will be necessary to meet the requirements of the position. The employee shall establish regular office hours and in consultation with the supervisor, adjust the work schedule as appropriate. **This position is considered Essential Personnel in the ASCC Storm Day Policy.**

**Work Environment:** Work will be performed at the Advanced Structures and Composites Center 100,000 ft2 laboratory with a world-leading team of over 150 faculty, staff and students who conduct contract research with a variety of public and private entities developing the next generation of low-cost, high performance composite materials.

**Work Year:** Full-time, fiscal-year.

**Schedule for Evaluation:** In the initial six months of employment and annually thereafter in accordance with the UMPSA agreement.

**Salary:** This position is in a Salary Band 02, Job Family 1.

The finalist for this position must successfully complete a pre-employment physical. A**ppropriate background checks will be required.**

**All UMS employees are required to comply with applicable policies and procedures, as well as to complete applicable workplace related screenings, and required employee trainings, such as Information Security, Safety Training, Workplace Violence and Sexual Harassment.**