Helpdesk Technician

The Helpdesk Technician provides technical support to Preble Street staff and supports the work of the IT & Systems department, while assisting in maintaining the security of the Agency’s data. Specifically, the Helpdesk Technician will provide user and hardware support, assist with the creation and management of staff accounts, and perform a variety of technical tasks in maintaining IT-related systems, both internal and hosted, for the Agency’s Portland-based and satellite locations (e.g. Lewiston and Bangor).

Job Requirements

- This position requires a minimum of 1 year of relevant experience.
- Understanding of the Preble Street mission, and positive regard for individuals experiencing homelessness and/or living in poverty.
- Demonstrated, exceptional organizational skills, with the ability to manage complex projects.
- General working knowledge of networks, servers, and peripheral equipment.
- Ability to provide training and support for technical issues to non-technical users.
- Proficiency in Microsoft Office and Client Track is a plus.
- Comprehensive understanding of confidential information management, and ability to strictly maintain confidentiality.
- Aptitude for risk assessment and mitigation.
- Strong collaborative skills, with the ability to develop productive work relationships.
- Ability to maintain a calm demeanor and to make sound decisions in challenging situations.
- Ability to identify and understand challenges, objectively assess, and evaluate information, and propose solutions.
- A Bachelor’s Degree in Computer Science, Information Technology, or related field preferred.
- CompTIA A+ certification preferred.

Compensation and Benefits

- $17.00/hr
- Medical w/100% employer paid option for FT
- Dental w/100% employer paid option for FT
- Vision
- Employer Paid Life, STD, and LTD
- 403(b) retirement plan w/ employer match
- Generous Vacation, Sick and Personal time off package
- 12 Paid Holidays
- Optional supplemental Life, Critical Illness, and AD&D options

To Apply: Please submit an application, cover letter, and resume to humanresources@preblestreet.org

Please note: Automatically-generated confirmations of receipt will be sent in response to applications sent via email. Only those candidates selected for interviews will be otherwise contacted. Preble Street, a 501(c)(3) nonprofit agency, has been working since 1975 to provide best practice social services that meet urgent needs and end hunger and homelessness for individuals and families in Maine living in poverty. Operating from seven sites in Portland, Lewiston, and Bangor, Preble Street programs include Street Outreach Collaborative, Maine Medical Center-Preble Street Learning Collaborative, Food Programs, Maine Hunger Initiative, Advocacy, Veterans Housing Services, Logan Place, Florence House, Huston Commons, Teen Services, Anti-Trafficking Services, and Homeless Voices for Justice.