

## **PC Support Specialist**

East Arkansas Community College is currently accepting applications for the position of PC Support Specialist. EACC offers a generous fringe benefit package including excellent leave time, employer paid insurance & multiple retirement plan options.

### **POSITION SUMMARY:**

The PC Support Specialist is responsible for a wide range of activities related to computer support such as the implementation, maintenance, and utilization of microcomputer and mainframe systems. This position is governed by state and federal laws and institutional policy.

### **TYPICAL FUNCTIONS:**

Responds to complex and specialized product requests from users by analyzing needs, evaluating alternatives, and recommending a course of action. Researches and evaluates current and future computer related technologies. Develops strategies for developing and implementing specialized computer programs. Maintains expertise in a variety of specialized application software packages. Evaluates and implements necessary adjustments to applications to accommodate user requirements. Installs software updates and coordinates with developer or manufacturer to resolve problems and may analyze computer generated products to identify source of errors and work with systems developers and users to resolve problems. Recommends changes or updates in programming, documentation, and training to address system deficiencies and user needs. Perform other duties as assigned.

### **MINIMUM EDUCATION AND/OR EXPERIENCE:**

The formal education equivalent of a bachelor's degree preferred. Equivalent experience may be considered in lieu of a formal degree.

Grade C120

Please submit an EACC application, cover letter, resume', and transcript(s) to EACC Office of Human Resources, 1700 Newcastle Road, Forrest City, AR 72335 or via email to [humanresources@eacc.edu](mailto:humanresources@eacc.edu). You may access the on line application at [www.eacc.edu/employment](http://www.eacc.edu/employment). Review of applications will begin immediately and continue until the position is filled. EACC is an AA/EO employer.