

PC Support Specialist

Position Summary: The PC Support Specialist at East Arkansas Community College provides essential technical support and assistance to faculty, staff, and students across campus. This role ensures the smooth operation of computers, peripherals, and software applications necessary for teaching, learning, and administrative functions. The PC Support Specialist troubleshoots and resolves hardware and software issues, installs and upgrades software, maintains hardware inventory, and provides training and guidance to users as needed. This position is governed by state and federal laws and institution policy.

Key Responsibilities:

1. Provide technical support and assistance to end-users (faculty, staff, and students) regarding computer hardware, software, and peripherals.
2. Diagnose and resolve technical issues related to operating systems, software applications, network connectivity, and hardware components.
3. Install, configure, and maintain computers, printers, scanners, and other peripherals.
4. Collaborate with other IT staff to ensure timely resolution of escalated issues and problems.
5. Maintains expertise in a variety of specialized application software packages.
6. Assist in the setup and support of audio-visual equipment for classrooms and events.
7. Responds to complex and specialized product requests from users by analyzing needs, evaluating alternatives, and recommending a course of action.
8. Install software updates and coordinate with developer or manufacturer to resolve problems and may analyze computer generated products to identify source of errors and work with system developers and users to resolve problems.
9. Stay informed about new technologies and best practices in IT support to enhance service delivery.

Physical Requirements:

While performing the duties of this job, the employee is regularly required to sit, talk, hear, and use hands to finger, handle, or feel objects. The employee must regularly walk, reach with hands and arms, and kneel or crouch. The employee must be able to lift and carry computer equipment and peripherals, and be able to use a ladder and mechanical lift system. Specific vision abilities required by this job include close vision and distance vision. The employee will be required to work in a high traffic area, with frequent public contact. The noise level in the work environment is usually moderate. The employee must be willing to work in buildings that utilize overhead LED lighting.

Qualifications:

- Bachelor's degree in Computer Science, Information Technology, or related field preferred; relevant work experience may substitute for education.
- Proven experience in technical support, preferably in an academic or large organizational setting.
- Strong knowledge of Windows 11 and Server 2022 operating systems; familiarity with Linux is a plus.
- Experience with troubleshooting hardware and software issues, including network connectivity problems.
- Excellent interpersonal and communication skills with the ability to explain technical concepts to non-technical users.
- Ability to work independently and collaboratively in a fast-paced environment.
- Certifications such as CompTIA A+, Microsoft Certified Professional (MCP), or equivalent are desirable.

Base Salary: \$20/hour

Who We Are:

East Arkansas Community College is an independent comprehensive community college primarily serving six counties in Eastern Arkansas. The College's main campus is located in Forrest City on Interstate 40, within easy driving distance of Little Rock and Jonesboro, Arkansas, and Memphis, Tennessee, providing residents with the comforts of small-town life combined with easy access to the amenities of larger metropolitan areas. EACC is governed by a nine-member Board of Trustees; day-to-day operations are the responsibility of the President and her administration.

The College embraces change and opportunity and was praised in its 2019 HLC reaffirmation of accreditation as having an "unparalleled commitment to student success." We seek employees who embrace this commitment as well as our "stronger together" campus culture.

The challenges faced by EACC are typical of community colleges in Arkansas, and include serving underrepresented, under resourced, and underprepared students. Everything we do is done in service of these learners and the causes and issues that are important to them.

EACC provides job skills and training to the future taxpayers of this state, and as a result, the College is very conscious of how we utilize fiscal resources. Our finances are strong due to our conservative spending practices and our ability to attract and manage funding sources.

If you want to make a difference, guide change, inspire people, and navigate challenges to achieve a greater good, EACC is the place for you.

Please submit an EACC application, cover letter, resume' and transcript(s) to EACC Office of Human Resources, 1700 Newcastle Rd, Forrest City, AR 72335, via email to humanresources@eacc.edu, or complete an online employment application located at www.eacc.edu/employment. Review of applications will begin immediately and continue until the position is posted. EACC offers all full-time employee a generous benefit and leave package.