

# Rich Mountain Community College

## Position Description

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Type Position:	<b>Classified–Exempt–Class Code D063C–Grade C119</b>
College Title:	<b>Computer Support Specialist</b>
OPM/Legislative Title:	<b>Computer Support Specialist</b>
Supervisor:	<b>Director of Information Technology</b>

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The Computer Support Specialist works under the supervision of the Director of Information Technology to provide support for both academic and administrative computer related services for Rich Mountain Community College.

The responsibilities of the Computer Support Specialist include:

### Position Specific:

- Assisting users with questions and problems related to a particular area including hardware, software and network stations.
- Developing and maintaining current expertise in a variety of application software packages.
- Install, configure and maintain network hardware and software at various levels; test and debug installations as necessary.
- Monitor and adjust the firewalls, network and anti-virus software to insure the security of the RMCC related networks and computers.
- Monitor and maintain the various phone systems at both the main campus and off-campus locations.
- Monitor and maintain the staff and student e-mail systems.
- Preparing program logic layout, data flow outlines and narrative descriptions in development of applications.
- Provide recommendations to staff and users on the application of software and the acquisition of hardware/software.
- Plan, prepare and conduct seminars on software, hardware, network or other computer related topics.
- Assist in the development and maintenance of the college intranet.
- Assist in the development, testing and maintenance of the RMCC business continuity/disaster recovery plans and the Waldron backup site.
- Assist with CAMS and software/hardware support.
- Assist with off-campus site/lab support and maintenance.
- Assist with the organization and documentation of all RMCC related systems and networks.
- Develop and maintain a helpdesk related website for faculty, staff and students to assist in minor tasks, setups and FAQ related topics.
- Perform other duties as required or assigned.

The Computer Support Specialist will maintain positive working relationships with all administration, staff and students. The position also requires the following activities:

- Occasional off-schedule and “on call” work.
- Occasional use of a ladder for performing work such as pulling wire and installing or replacing system components including those above the suspended ceilings.
- Occasional lifting of components weighing 45 lbs. or more but only in accordance to state and federal guidelines. This includes objects such as computer monitors, systems and printers. The employee is required to seek assistance with objects exceeding acceptable limits.
- Occasional support at the Waldron and Mt. Ida labs.

College Wide:

- Seek and implement activities, services and programs which assure that RMCC is a vibrant contributor to the quality of life of the Ouachita Mountain region.
- Treat all who choose to use the College’s resources with dignity.
- Challenge all learners to maximize their potential.
- Implement systems whereby all learners are given the opportunity to accept the challenges and responsibilities for learning and growing as students and citizens.
- Promote and help develop a College environment of respect, dignity and cooperation where ideas, questioning and the continued pursuit of self-development are valued as a means toward learning and growth.

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#### MINIMUM QUALIFICATIONS:

- The formal education equivalent to a bachelor’s degree with a major in computer applications, computer science or a related field; plus two years experience in computer applications or a related field OR completion of technical training in computer science, data processing, or a related field acquired from a vocational, military, or industrial setting plus four years experience in computer support plus one year of supervisory experience.
- Computer hardware and networking experience.
- Demonstrated knowledge of the responsibilities and skill required to fulfill the position responsibilities.
- Demonstrated effective communication skills, both oral and written.
- Demonstrated commitment to learning.
- Demonstrated commitment to the community college philosophy.
- Demonstrated commitment to assisting students and faculty.

**APPLICATION REQUIREMENTS:**

- Letter of Interest
- Resume
- Contact information for five references
- Completed **RMCC application**
- **Unofficial Transcripts**
- A separate written statement addressing the applicant's qualifications with regard to the position requirements
- A separate written statement addressing the applicant's view of the role of the faculty, staff, and administration in a rural teaching and learning community college

Email/Mail/Fax application to:  
Brenda Gillogly  
Vice President of Administration  
Rich Mountain Community College  
1100 College Drive  
Mena, AR 71953  
Phone: 479.394.7622 x 1500  
Fax: 479.394.2828  
Email: [bgillogly@rmcc.edu](mailto:bgillogly@rmcc.edu)  
[www.rmcc.edu](http://www.rmcc.edu)

Review of applications continues until position is filled. Salary is commensurate with experience. RMCC is an equal opportunity employer.

Minorities and females are encouraged to apply. AA/DFW