### AN EQUAL OPPORTUNITY EMPLOYER

#### JOB OPPORTUNITY

**January 29, 2021**

**RE-ADVERTISEMENT**

---

<table>
<thead>
<tr>
<th>TITLE</th>
<th>LOCATION</th>
<th>ANNUAL SALARY</th>
<th>APPLICATION MUST BE RECEIVED BY:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer Support Analyst</td>
<td>Arkansas Department of Agriculture Administration Pulaski County/Little Rock</td>
<td>Entry Level Salary: $41,578 Grade IT03 Positions #22087687 Req ID #3018</td>
<td>February 12, 2021</td>
</tr>
</tbody>
</table>

**Hiring Authority:**
Arkansas Department of Agriculture
#1 Natural Resources Drive
Little Rock, AR  72205
Phone: 501/251-3058
E-mail: chris.hodo@agriculture.arkansas.gov

Standard State of Arkansas employment application required.

Apply online: [http://arcareers.arkansas.gov](http://arcareers.arkansas.gov)

---

**STATE’S MINIMUM QUALIFICATIONS:**

**Education/experience requirements:**

- The formal education equivalent of a bachelor’s degree in computer science, mathematics, or a related field.
- One year of experience in computer support operations.
- OR
- Completion of technical training in computer science, data processing, or a related field acquired from a vocational, military, or industrial setting.
- Two year of experience in computer support operations.

**Knowledge of:**

- The limitations and use of mainframe and microcomputer hardware and software.

**Ability to:**

- Analyze computer system problems or errors and devise corrective measures.
- Write moderately complex applications to fulfill requirements or select appropriate off-the-shelf software and modify to suit the agency or institution.
- Read and interpret technical literature and evaluate product acceptability and/or quality.
- Manage disk space for micro, mini, or personal computer systems to ensure effective utilization of data, space, and equipment.
- Code, test, and debug computer programs and write program documentation.

**Preferred Qualifications:**
- At least two years in a desktop support role at the enterprise level.
- Strong knowledge of Microsoft Windows 10
- Strong Knowledge of Microsoft Server 2012/2016 Administration.
- Knowledge of Microsoft SQL server.
- Knowledge of DocStar content manager.
- Knowledge of Mi-Corp products.
- Knowledge of object-oriented programming languages, client and server applications and development processes.
- The ability to troubleshoot IP networks and VoIP systems
- An understanding of cyber security fundamentals.
- The ability to simplify and explain technical information to others.
- Ability to troubleshoot and repair and/or replace computer hardware and peripherals.
- The ability to lift 50 pounds.
- The ability to bend, crawl, and kneel.
- The ability to stand on a ladder for extended periods.
- Relevant industry certifications are a plus.