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Interested individuals must come to the Human Resources Office to complete an application for the position between the hours of 8:00 and 5:00, Monday through Friday or online at the Pulaski County website at [www.pulaskicounty.net](http://www.pulaskicounty.net). The Human Resources Office is located in Suite 100 of the Pulaski County Administration Building - 201 S. Broadway, Little Rock.

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**POSITION:** **USER SUPPORT ANALYST**

*This position is open to the General Public and to County Employees*

**POSITION NO:** 008

**STARTING SALARY:** \$33,330 - \$37,278

**DEPARTMENT:** INFORMATION SYSTEMS (5100)

**PRIMARY RESPONSIBILITY / FUNCTION:** Responsible for the installation and maintenance of software and hardware, installation of cable and network support devices, and providing user support.

**ESSENTIAL JOB FUNCTIONS:**

- Responds to user requests for assistance with hardware/software malfunctions and installation of new equipment.
- Uses diagnostic equipment to determine equipment or data communication failure.
- Completes component-level repairs to terminals, computers, printers, and other peripheral equipment.
- Installs, monitors, and modifies as required computer operating system software and configuration data to optimize hardware operation.
- Installs new computer equipment and related hardware, assists with user training and operation as needed.
- Completes reports reflecting response to user assistance requests.
- Monitors the operation of current dedicated data circuits and related communications equipment making repairs as needed.
- Receives departmental requests to move existing computer equipment; plans moves to ensure minimum disruption of departmental work schedules.
- Coordinates repairs to computer equipment performed under warranty or service contracts.
- Makes recommendations to Director concerning the repair or replacement of computer equipment, the cost effectiveness of maintenance contracts, and type of service needed.
- Remains on-call on an occasional basis to provide user support.
- Performs other related duties as required.

**WORKING CONDITIONS:**

Work is performed in a smoking restricted office environment. Duties are performed in various County offices.

**MINIMUM QUALIFICATIONS:**

Completion of high school with advanced college level or vocational school training in electronics, computer hardware technology, or related field; considerable experience with the design, maintenance, and installation of computers and peripheral hardware, communications equipment, or related systems; or any equivalent combination of experience and training which provides the required skills, knowledge, and abilities.

**ADDITIONAL REQUIREMENTS:**

Must possess or be able to immediately obtain a valid Arkansas Driver's License.

Employment is contingent upon satisfactory completion of a criminal background check.

**OPEN DATE:** 08-10-2018

**CLOSE DATE:** 08-23-2018 (5:00 p.m.)

**Please Note:** Applications will not be accepted after the Close Date. A selection will not be made until the Close Date and the selecting official has received all applications.

10 August 2018

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