



Arkansas Game and Fish Commission Employment Job Posting

AGFC COMPUTER SUPPORT SPECIALIST - AGFC COMPUTER SUPPORT SPECIALIST

POSITION NO: 22095808

POSTING INFORMATION:

Advertisement Opens: Aug. 31, 2026

Advertisement Closes: Sept. 7, 2026

Full Time: Yes

Salary: \$62,113.00 - \$62,113.00 Annually

POSTING REQUIREMENTS:

Minimum Education and/or Experience:

The formal education equivalent of a bachelor's degree in computer science, computer applications, mathematics, or a related field; plus two years of experience in computer support; 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 of experience in computer support plus one year of supervisory experience

OTHER JOB-RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OR PART OF THESE BASIC REQUIREMENTS, EXCEPT FOR CERTIFICATION OR LICENSURE REQUIREMENTS, UPON APPROVAL OF THE HUMAN RESOURCES CHIEF.

Preferred Education and/or Experience:

Prior experience in a help desk or end-user support role, ideally in a government or public-sector setting
Familiarity with ticketing/service management systems for tracking and resolving support requests

Knowledge, Abilities, and Skills:

- 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
- Ability to write moderately complex applications to fulfill requirements or select appropriate off-the-shelf software and modify to suit the agency or institution
- Ability to read and interpret technical literature and evaluate product acceptability and/or quality
- Ability to manage disk space for micro, mini, or personal computer systems to ensure effective utilization of data, space, and equipment
- Ability to code, test, and debug computer programs and write program documentation

Preferred Knowledge, Abilities, and Skills:

Ability to communicate technical issues clearly to non-technical staff

Working knowledge of common hardware, OS, and software troubleshooting practices

Comfort working directly with end users under time pressure, with patience and follow-through

Ability to document recurring issues and contribute to process improvements that reduce repeat tickets

POSTING DETAILS:

Position Location:

City: Little Rock

Office: AGFC Headquarters Office

Division: Information Technology (IT)

Job Summary:

The Arkansas Game and Fish Commission (AGFC) Computer 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 agency/institution 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 products
- 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 the developer or manufacturer to resolve problems, and may analyze computer-generated products to identify the source of errors and work with system developers and users to resolve problems
- Recommends changes or updates in programming, documentation, and training to address system deficiencies and user needs
- Performs other duties as assigned

Specific Duties and Responsibilities:

- Responds to hardware, software, and application support requests from AGFC staff, analyzing issues and recommending effective solutions
- Researches and evaluates current computer-related technologies to keep support practices up to date
- Installs software updates and coordinates with vendors or developers to resolve recurring problems
- Assists with device setup, configuration, and maintenance as part of the agency's technology lifecycle process
- Troubleshoots system errors and works with users and system administrators to resolve issues efficiently
- Recommends changes to documentation, training, or processes to reduce repeat issues
- Works alongside the team during the transition period to absorb institutional knowledge and minimize the learning curve typical of a support handoff

Certificates, Licenses, or Registrations:

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Special Job Dimensions:

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Other Specific Information:

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As an equal opportunity employer, the Commission will make any reasonable accommodations necessary to ensure equal employment opportunities.