



CLINTON, EATON, INGHAM & SHIAWASSEE Counties
CACCS is an Equal Opportunity Employer.

August 4, 2020

TO: **C.A.C.S. EMPLOYEES & RECRUITING SOURCES**
FROM: Pamela Elise 
Stability Services Director

This announcement is for the following (1) position:

Computer/Technical Support Specialist
PART TIME, TEMPORARY, CARES ACT Funded

Entry Level: \$20.45/Hour

Part-Time: Up to 28 Hours/Week

Location

1301 Rensen Street, Lansing, MI 48910

Direct applications and/or inquiries to:

Pamela Elise, Stability Services Director
1301 Rensen Street, Lansing, MI 48910
(517) 393-1722, ext 671

**To be Considered for This Position,
An Agency Application*
MUST BE SUBMITTED.**

This posting will remain open until filled.

****CACCS's Agency Application can be accessed at:***

<https://cacs-inc.org/about-us/career-opportunities>

Or apply online at: <https://cacsinc.applicantpro.com/jobs/>

Current CACS Agency Employees may submit a Letter of Interest

" A Community Action Agency "

Capital Area Community Services will not discriminate against any individual or group in employment or services because of race, sex, religion, age, national origin, color, marital status, disability or political beliefs. In addition, CACS will provide reasonable accommodations for access to services/employment.

1301 RENSEN STREET • LANSING, MICHIGAN 48910
TELEPHONE (517) 393-7077 • TDD 800-649-3777

Capital Area Community Services, Inc.

Job Description

Title: **Computer/Technical Support Specialist** · **Department:** Program Operations
PART TIME, TEMPORARY
CARES ACT Funded

Reports To: Weatherization Director

FLSA: Non-Exempt

Supervises: None

Updated: August 3, 2020

General Summary

The purpose of Computer/Technical Support Specialist position is to maintain, update, troubleshoot, and repair the computer systems and IT infrastructure of the Community Programs departments, providing technical support and ensuring operations run smoothly. This position monitors and maintains the Community Programs computer systems, installs and configures hardware and software, and resolves technical problems.

Essential Functions

- Identifying and learning appropriate software and hardware used and supported by the agency.
- Identifying and testing new technology.
- Installing and configuring computer hardware, software, systems, networks, printers and scanners.
- Monitoring and maintaining computer systems and networks.
- Responding in a timely manner to service issues and requests.
- Applying diagnostic utilities to aid in troubleshooting.
- Providing technical support across the agency (in person or over the phone).
- Perform hands-on fixes at the desktop level, including installing and upgrading software, implementing file backups, and configuring systems and applications.
- Testing fixes to ensure problem has been adequately resolved.
- Setting up accounts for new users.
- Repairing and replacing equipment as necessary.
- Training staff members on the use of software and equipment, as necessary.
- Other related duties as assigned.

The above statements are intended to describe the general nature of and level of work being performed by a person in this position. They are not to be construed as an exhaustive list of all duties that may be performed by such person.

Recommended Employment Qualifications

Education

The job requires knowledge normally acquired from specialized training such as that acquired in specialized classes, vocational, trade or business school with course work Information Technology, Computer Science, or similar.

Knowledge & Experience

- Broad knowledge of computer hardware.
- Adept at using various software programs.
- Functional knowledge of desktop, laptop, and tablet operating.
- Extensive application support experience.
- Working knowledge of a range of diagnostic utilities.
- Exceptional written and oral communication skills.
- Self-motivated and able to work productively with minimal supervision.
- Ability to work with a diverse population in an effective manner.
- Understanding of the agency's goals and objectives.

The qualifications listed above are guidelines for selection purposes; alternative qualifications may be substituted if sufficient to perform the duties.

THIS IS A TEMPORARY POSITION FUNDED THROUGH ECONOMIC RELIEF FUNDING
The Coronavirus Aid, Relief, and Economic Security Act (CARES Act)

Part Time: Up to 28 Hours/Week

Entry Level: \$20.45/Hour

Remote Assignment: Partial or rotating possible following Training and Probationary Period

Expected Duration: To September 30, 2021

Capital Area Community Services, Inc. is an Equal Opportunity/Affirmative Action Employer (EOE and M/F/Disability/Veterans.) We are a drug free workplace, with pre-employment drug screening required. Employment is contingent upon successful completion of a background investigation.