

# ANOKA COUNTY COMMUNITY ACTION PROGRAM, INC.

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Website: [www.accap.org](http://www.accap.org)



## **JOB DESCRIPTION**

**Position Title: Application Support Specialist**

**FLSA: Non-Exempt**

**Class Title: Program Coordinator II**

**Range: 4**

**Reports to: IT Coordinator**

### **Position Requirements:**

**Education and Experience:** Associates degree (A.A.) or equivalent from two (2) year college or technical school; six (6) months to one (1) year related experience and/or training; or equivalent combination of education and experience.

**Licenses Required:** None.

**Certifications Required:** None.

**Background Investigation Required:** BI through MN Department of Human Services.

**Knowledge:** Strong operations of Microsoft Office. Working with staff to create and maintain data bases, query library, computer connectivity, SharePoint, Windows, Microsoft Office365 and network function/configurations.

**Abilities:** Analyze data and troubleshoot hardware and operating system problems. The ability to create & configure shared folders, documents and printers, ability to create and maintain data bases, queries and reports in Microsoft Access, assist in maintaining website, ability to make changes to SharePoint (Office365). Ability to work independently.

**Skills:** Must have people skills, be flexible in daily work schedule, and enjoy working with diverse groups of people.

### **Duties and Responsibilities:**

Maintain all documentation; license agreements, software and hardware inventory. Monitors and maintains computer related problems. Provide technical assistance and training to staff on applications (which includes Word, Outlook, Excel, PowerPoint, Access, Publisher, and Microsoft Operating System. Troubleshoot and resolve software related problems. Assist management with evaluation of new technologies and perform as back up to other departmental IT staff. Develop and run data base reports from operating systems. Work with staff and vendors to create new enhancements for operating systems. Support and training in Microsoft office applications. Setting up and moving all agency hardware. Gather information and data from the operating System. Work with staff and software vendor to create new enhancements for the software. Maintain, manage and meet deadlines for E-Rate.

Performs other related duties as assigned.

### **Essential Job Functions:**

Normal office procedures, able to lift and carry 50 pounds safely, sitting in a chair or standing for extended periods of time, repetitive upper body movement including twisting, turning, utilizing arms, hands, fingers on phone system, and keyboarding, extended visual contact with computer monitors. Must be able to communicate effectively with clients and employees throughout building. Must have a valid driver's license.

Posting Date: February 26, 2020

Starting Salary: \$15.82 -17.40 DOQ

Closing Date: Until Filled

Location: Coon Rapids, MN

Status: Permanent/FT

Supervisor: T.Flowers

Benefits: Medical, Dental, Vision, Life, Disability, HSA, Vacation, Sick, Holiday, 403B, Section 125

To receive an employment application, go to [www.accap.org](http://www.accap.org).