

INFORMATION TECHNOLOGY HELP DESK TECHNICIAN

Full-time, Non-exempt position

ALL REQUIRED DOCUMENTATION MUST BE SUBMITTED BY THE CLOSING DATE OR THE APPLICANT WILL NOT BE CONSIDERED FOR EMPLOYMENT

- Completed Keweenaw Bay Indian Community application
- Current Resume'
- Personal Statement
- College transcripts
- Minimum of three (3) Letters of Recommendation
- If you are American Indian, you must attach a copy of tribal enrollment or proof of descendency
- If you are a Veteran, you must attach a copy of your DD214

Keweenaw Bay Indian Community
Hannah Beesley, Personnel Director
16429 Beartown Road
Baraga, MI 49908
906-353-6623, ext. 4140 & 4176
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Distribution Date: June 7, 2016

Closing Date: June 21, 2016 at 4:00 pm

POSITION DESCRIPTION

<u>POSITION:</u>	INFORMATION TECHNOLOGY HELP DESK TECHNICIAN Full-time, Non-exempt position
<u>LOCATION:</u>	16429 Beartown Road -- Tribal Center Baraga, Michigan 49946
<u>SUPERVISORY CONTROL:</u>	Information Technology Director
<u>SALARY:</u>	Grade 6 (minimum starting wage=\$13.40/hour)
<u>SUMMARY:</u>	Assists the Information Technology department in providing hardware, software and network support, training and troubleshooting in a networked environment. Provides support on a wide range of software applications such as office application suites, accounting, HR, and other various desktop applications.

REQUIRED QUALIFICATIONS:

- AA/AS degree in a computer related field- AND one (1) year of full time work experience performing the duties and responsibilities outlined in this position announcement.
OR
- Equivalent combination of education credits/semesters and relevant work experience equaling three (3) years.
- Requires technical knowledge of the techniques and procedures of software and network support for users in a Microsoft Windows Server Active Directory environment.
- Must understand installation, configuration and troubleshooting processes for software, hardware, mobile devices, networking and accessory equipment.
- Must be familiar with information technology security strategies and techniques.
- Requires experience with personal computer equipment.
- Must have advanced personal computer word processing, spreadsheet, database, and Windows skills.
- Requires sufficient analytical skills to assess problems or unusual situations and develop solutions.
- Prefer a working understanding of the Keweenaw Bay Indian Community and individual department operations, goals and objectives relating to Computer & Communications Services.
- Must know how to assemble and disassemble personal computer components, including cabling.
- Comptia, Microsoft MCP or other industry certification is desirable.
- Must be able to install, configure, troubleshoot and maintain software applications and peripheral equipment.
- Must have strong communication and training skills and be able to communicate technical information to non-technical users.
- Must maintain strict confidentiality.
- Must have valid Michigan driver's license, reliable vehicle and vehicle insurance, a good driving record, and be insurable to drive fleet vehicles.
- Must be able to attend trainings and travel as required.
- Employment is contingent upon the satisfactory result of a Security Background Check, pre-employment drug testing, and pre-employment physical.
- Must be able to obtain and continue to hold a Keweenaw Bay Indian Community gaming License.

INDIAN PREFERENCE: Preference will be given to qualified individuals of American Indian descent.

VETERAN PREFERENCE: Preference will also be given to Veterans who do not have bad conduct or dishonorable discharges (need DD214).

DUTIES AND RESPONSIBILITIES:

1. Identifies, diagnoses, and resolves Tier 1 problems for users of tribal and gaming systems, personal computer software and hardware, tribal network, the Internet and new computer technology in a help desk environment; communicates solutions to end-users.
2. Installs, configures, maintains, and troubleshoots a wide range of software used throughout the tribal operations. Performs hardware/software upgrades to existing computer equipment as needed.
3. Responds to hardware and software problem calls on site, via e-mail or over the phone for users. Enters requests for support into help desk ticketing software. Investigates error messages and determines resolution. Reinstalls program or replaces files that are causing errors. Calls hardware or software vendor or accesses online technical support to obtain updates. Also responds to network user account issues. Investigates appropriate areas of potential problem and determines resolution.
4. Provides network support for users, which includes installing networked application software, managing user accounts, installing peripherals, joining computers to the network domain and prepare for use by multiple users.
5. Contacts software and hardware vendors to obtain specifications, pricing, and other purchase related information needed to guide departments in their selection of software and hardware.
6. Trains users in startup, basic and advanced use of software programs, such as Microsoft Office applications as well as in the use of Windows network resources. May provide group training on request.
7. Develops job aids for tasks performed in software applications. Sets up batch files or procedures to facilitate software installation by other support staff or to help users in their specific tasks.
8. Maintains up-to-date expertise in the operation and application of standard microcomputer software and a working knowledge of a wide variety of commonly used hardware and software.
9. May be required to maintain, update, or design various tribal websites.
10. Performs other related duties as assigned by supervisor.

This position announcement summary is intended to indicate the kinds of tasks which will be required of this position and shall not be construed as declaring what the specific duties and responsibilities of the position will be. It is not intended to limit or modify the right of the supervisor to assign, direct and control the work of this position, nor to exclude other similar duties not mentioned. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level difficulty.

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Name: _____

POSITION: **IT Help Desk Technician**

Please list your specific experience and knowledge in regards to the following qualifications:

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