

## **JOB ANNOUNCEMENT**

POSITION: **Computer Support Specialist**  
DIVISION: **IT Department**  
SUPERVISOR: **Chief Information Officer**  
GRADE: **20-22, \$19.70-\$21.72 DOE**  
CLASSIFICATION: **Non-Exempt**  
LOCATION: **Owyhee, Nevada**

**OPENS: April 11, 2019**

**CLOSES: April 25, 2019**

**SPECIFICATIONS:** All applications must be fully completed. Any incomplete, undated or unsigned applications will not be processed (Do not refer to the resume in lieu of making required comments on the application) Please attach all required documentation as specified in the Job Announcement. **Failure to attach required documents will disqualify you from consideration for this position.** Employment Applications are available at the Human Resource Department. Any questions regarding this position is to be directed to the Human Resource Department at the above listed telephone number. Preference for filling vacancies will be given to qualified Indian Applicants in accordance with the Indian Preference Act (Title 25 U.S. Code, Section 472 and 473). However, the Shoshone-Paiute Tribes is an equal opportunity employer and all qualified applicants will be considered in accordance with the provisions of Section 703 (1) of the Title VII of the Civil Rights Act of 1964, as amended.

**The Shoshone-Paiute Tribes application form for employment must be received by the Human Resources Office by 5:00 PM of the closing date of this job announcement.**

All Interview notifications will be made by certified mail. It is your responsibility to notify HR if your mailing address and/or phone number changes.

In accordance with Shoshone-Paiute Tribes' Resolution No. 00-SPR-31, all new employees are required to pass a pre-employment drug/alcohol test.

**THE SHOSHONE-PAIUTE TRIBES RESERVES THE RIGHT TO CONDUCT BACKGROUND CHECKS ON ALL NEW EMPLOYEES. In accordance with Shoshone-Paiute Tribes' Resolution No. 95-SPR-135**

### **SPECIAL CONSIDERATIONS:**

This position is subject to random drug testing and a background check as a condition of employment. This individual has access to sensitive Tribal, health-related and personal data. This position provides computer support for the Shoshone-Paiute Tribes, to include access to financial data and must meet the conditions to be bonded. Additionally, this person periodically operates a Tribal vehicle. Hours can vary based on department and user needs, information system requirements and other conditions.

**BASIC FUNCTION:**

Incumbent will provide technical support to computer system clients by resolving computer related problems in person, via telephone, email, desktop control, etc. This support may include assistance with desktop hardware, software applications & operating systems, printers, and installations. Will provide support for all network related devices. Will provide service and support to all Tribal locations, as well as the Owyhee Community Health Facility network and computer systems.

**ESSENTIAL FUNCTIONS:**

1. Troubleshoot PC and network related problems.
2. Troubleshoot wireless and mobile device connectivity (Laptops, cell phones, etc).
3. Perform routine maintenance on computers, printers, and software.
4. Provide system support to Tribal Programs as well as OCHF Departments.
5. Diagnose, repair, and refer hardware or software problems as needed.
6. Provide technical support to Tribal staff, onsite and/or phone support.
7. Manage multiple, often interdependent tasks.
8. Supply technical direction and guidance to Tribal staff to improve their skills, abilities and knowledge.
9. Work with current team members in the IT Department to resolve issues that may arise.
10. Provide necessary input and feedback to IT team members for software, hardware, training, etc., as required.
11. Configure computers for use on the Shoshone-Paiute Tribes Network.
12. Prepare computers for use on the OCHF Network.
13. Perform network cabling, including pulling cable, terminating services and network infrastructure expansion including wireless equipment.
14. Develop technical documentation to provide accurate and complete information.
15. Specify and order various supplies related to IT equipment maintenance and repair.
16. Must also be able to lift up to 50 pounds when handling computer hardware, peripherals etc., without assistance, exercising safe lifting methods.
17. Other duties as assigned.

**IMPORTANT QUALITIES:**

1. **Customer-Service Skills**, Computer support specialist must be patient and sympathetic, help people who are frustrated with the software or hardware they are trying to use.
2. **Listening Skills**, Support workers must be able to understand the problems that their customers are describing and know when to ask questions to clarify the situation.
3. **Problem-solving skills**, Support workers must identify both simple and complex computer problems, analyze them, and solve them.

4. *Speaking Skills*, Support workers must describe the solutions to computer problems in a way that a nontechnical person can understand.
5. *Writing skills*, Strong writing skills are required for preparing instructions and email response for employees and customers, as well as real-time web chat interactions.

**MINIMUM QUALIFICATIONS:**

1. High school diploma or equivalent (e.g. GED or trade school)
2. One to two years of directly related experience with computer applications, including troubleshooting software and hardware issues, help desk and technical support.
3. Well-developed communication skills, excellent problem solving skills and strong organizational skills.
4. Willingness to learn and apply new knowledge and techniques.
5. Able to work independently with limited supervision and work in a team environment.
6. Willing to work after hours as needed.

**PREFERRED QUALIFICATIONS**

1. Three or more years of experience in computer hardware, software applications and user support.
2. Computer technician courses at junior college or trade school.
3. Associates degree in computer science.
4. Certifications in Microsoft applications and support.
5. Network support training, certifications and/or experience.