

JOB ANNOUNCEMENT

POSITION: Computer Support Specialist II
DIVISION: IT Department
SUPERVISOR: Chief Information Officer
GRADE: 20-22, \$20.72-\$22.83 DOE
CLASSIFICATION: Non-Exempt
LOCATION: Owyhee, Nevada

OPENS: June 15, 2022

CLOSES: June 30, 2022

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 (I) 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. 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.

Will have a shared responsibility with Support Specialist to maintain the Shoshone-Paiute Tribes websites on an as needed basis. Will work with all Tribal programs to complete updates and improvements on a regular basis. Will work closely as a team with the Support Specialist to enhance the Tribes website. This team will work closely with the website hosting company. Must have a strong work ethic, committed to doing an excellent job in a timely manner.

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. Provide 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 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 & repair.
16. Provide training to users, one-on-one or to groups.
17. Must also be able to lift up to 50 pounds when handling computer hardware, peripherals etc. without assistance, exercising safe lifting methods.
18. Work with programs to ensure goals and needs are met with websites
19. Must become familiar with photo and graphics design software
20. With CIO and Computer Systems Administrator, will oversee and coordinate content management of the websites
21. Other duties as assigned

IMPORTANT QUALITIES:

1. ***Customer-service skills.*** Computer support specialists must be patient and sympathetic. They must often 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 responses 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. Must have a valid Driver's License
4. Willing to work after hours as needed

PREFERRED QUALIFICATIONS

1. Three or more years of experience in computer hardware and 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
6. Well-developed communication skills, excellent problem-solving skills, and strong organizational skills
7. Willingness to learn and apply new knowledge and techniques
8. Able to work independently with limited supervision and work in a team environment