



Quartz Valley Indian Reservation

Position Description

Job Title: Information Technology Support Specialist
Department: Administration - Information Technology
Primary Location: Quartz Valley Indian Reservation
Classification: Regular, Part-time, non-exempt
Reports to: Tribal Administrator
Salary: \$17.00 per hour

Primary Purpose

The Information Technology (IT) Support Specialist is responsible for providing on-site support services for the Tribe's information technology needs. The IT Support Specialist will coordinate with the Tribe's IT contractor for completion of large projects and complex IT services. The IT Support Specialist will also coordinate with the Tribe's RPMS Site Manager and Clinical Applications Coordinator.

Essential Functions

- Act as initial contact person for IT support requests.
- Satisfactorily completes all assigned trainings as required.
- Responsible for the coordination and completion of IT projects within the Quartz Valley Indian Reservation.
- Responsible for the setup, maintenance, and troubleshooting of telephones, audio/visual equipment, desktops, laptops, mobile devices, printers, scanners, and other hardware.
- Provide front-line technical support to local and remote users via calls, chat, email, and online support and service requests.
- Assist with password resets and account unlocks.
- Diagnose, isolate, and resolve issues with network connectivity and hardware/software issues.
- Effectively determine when to escalate issues to the Tribe's IT contractor.
- Communicate with department heads, and staff to effectively solve issues.
- Provide individual or group trainings on IT devices, software, and related policies/procedures.
- Work collaboratively with the Tribe's IT contractor to monitor all the Tribe's networks, desktops, laptops, and other devices to ensure optimal performance, minimizing downtime, and ensuring conformance with Tribe's policies prioritizing the security of the systems and devices.
- Shall be responsible for the maintenance and updating of the Tribe's website.
- Shall be available for local and out-of-area travel as necessary for completing job duties and related training.

Competencies

Education

- High school diploma or equivalent. *Required*
- College education or vocational training in a related field. *Preferred*

Proficiencies

- Ability to make decisions that are guided by general instructions and practices requiring some interpretation.
- Ability to address problems that are varied, requiring analysis or interpretation of the situation using direct observation, knowledge, and skills based on general precedents.
- Ability to work independently under general direction.
- Ability to follow procedures under stressful conditions.
- Knowledge of IT support best practices. *Preferred*
- Strong written and oral communication skills.
- Ability, with reasonable accommodations, to meet physical demands of the position including, but not limited to: use fingers to grasp, move, or assemble small objects; sit, stand, walk, and carry up to 25 pounds; see details of objects; bend, stretch, twist, and reach out.
- Ability to follow complex written or verbal instructions.
- Ability to obtain CompTIA A+ certification within 1 year of hire.

Experience

- One year prior experience in administrative/office environment. *Required*
- Prior experience in IT support. *Preferred*

Other Requirements

- Must be able to pass background check.
- Must adhere to Tribal drug and alcohol policy, including pre-employment drug and alcohol screening.
- Must have a valid driver's license and insurable under the Tribe's insurance policy.

Receipt and Acknowledgment

- The contents of this job description are job requirements, and, at this time, I know of no limitations that would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
- Job duties, tasks, work hours, and work requirements are subject to change.
- Acceptable job performance includes execution of essential functions while maintaining professional conduct and compliance with all QVIR polices, including, but not limited to: QVIR Personnel, Travel, Fiscal, and Purchasing policies.

Indian Preference:

In accordance with CFR 25, Part 276 and in accordance with Title VII of the Civil Rights Act, Section 701(b) and 703(i), preference in filling all vacancies will be given to qualified American Indian candidates.

Veteran Preference:

In accordance with QVIR Personnel Policy, applicants with documented Veteran status (such as DD-214) will be given preference in filling vacancies.

For questions regarding this position description, including applications, please contact Quartz Valley Indian Reservation Human Resources at 530-468-5907 or humanresources@qvir-nsn.gov.

Employee signature below constitutes employee's understanding of the essential functions, competencies, and requirements of the position.

Print Name Signature Date

Approved

Business Council Signature Date
or
Health Board