

Tolowa Dee-ni' Nation

Position Description

Title: IT Support Specialist	Dept: (09) MIS/IT
Class: Technical	FLSA: Non-exempt
Status: Full-time	Pay Grade: 5 - 6 (\$14.31 - \$22.86)
Supervisor: Systems Administrator	Subordinates: None
Effective Date: March 2009	Grant Funded: No

Position Summary:

Responsibilities include performing, technical and administrative work in the support, repair and installation of new and existing technology. Providing excellent customer service through phone support, helpdesk support and onsite visits. Training end-users in use of equipment and software and administrative responsibilities with staff.

Essential Duties and Responsibilities:

- Provide first level technical support via HelpDesk system.
- Answering phones and email in a timely manner
- Documenting the call and ensuring accurate information is captured.
- Manage and take ownership of the resolution process for all customer related issues.
- Follow the correct troubleshooting procedures to ensure proper and timely resolution.
- Ensure the issue is referred to the proper resolver group.
- Make timely follow up calls to resolver groups ensuring the issue is being addressed until the issue is resolved.
- Make timely calls to the customer to ensure they are informed of the status and the expected resolution of the issue. Document accordingly.
- Routinely provide an excellent level of customer service by consistently setting and exceeding customer expectations on update and resolution timeframes.
- Identify and escalate obstacles influencing timely resolution to customer requests.
- Maintain expected service levels in your specific group and in the center.
- Maintain and build on proficiency with tools needed to perform your daily functions.
- Develop expertise in the tools and products that will lead to shorter resolution times.
- Adhere to proper escalation policies keeping severity levels accurate and management awareness.
- Perform other assignments requested by the manager.
- Establishes, maintains, processes and/or updates files, records, and/or other documents, as directed.
- Maintain an organized library of TDN policies and procedures that pertain to the MIS Department.
- Temporary or permanent duties and responsibilities may be added or modified as deemed necessary.

Supervisory Responsibilities:

If this job has supervisory responsibilities, list them here. This should be in paragraph format.

Minimum Qualifications:

- Must be able to perform all essential duties and responsibilities.
- Depending on the operational needs of the department, knowledge in the following is needed.
- Principles, methods, and procedures of operating computers and applicable servers.
- Possesses positive and professional outlook, personal integrity, problem solving ability and ability to handle stress.
- Skills in operating, installing, maintaining, configuring, and troubleshooting a variety of highly technical computers, servers and peripherals; information system concepts, techniques, and operating principles; program specification, testing and prototyping.
- Ability to maintain effective working relationships with those contacted in the course of work.
- Ability to manage time, communicate clearly and concisely, document and maintain organization of work.
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- Maintain a customer focus in providing technology services to Tolowa Dee-ni' Nation.
- High School Diploma or GED with a minimum of four (4) years' experience with two (2) years of work experience in related field.
- AA or BS degree in related field is preferred.
- Excellent customer service skills are required.
- Understanding of network technologies.
- Must have the ability to work under pressure.
- Outstanding organizational skills required.
- Troubleshooting skills and experience required.
- Must submit to and pass a pre-employment drug and alcohol screen.
- Qualified American Indian Preference applies.

Preferred Knowledge:

Comprehensive knowledge of the history, culture and organization history of the Tolowa Dee-ni' Nation and the Tolowa people is preferred.

Language Skills:

Must have the ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Have the ability to write routine reports and correspondence.

Mathematical Skills:

Need to have the ability to add and subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to apply concepts such as fractions, percentages, ratios, and proportions.

Reasoning Ability:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Certificates, Licenses, Registrations:

Must possess and maintain a valid, state-issued driver’s license, submit a Department of Motor Vehicles (DMV) driving history, and be eligible for Tribal vehicle insurance.

Physical Demands:

While performing the duties of this job the employee is regularly required to sit, use hands and fingers, handle and feel. The employee is frequently required to stand, walk, and ascend and descend steps. The employee must regularly lift and/or move up to 15 pounds and occasionally lift and/move 50 pounds.

Vision Requirements:

- Close vision (clear vision at 20 inches or less).
- Distance vision (clear vision at 20 feet or more).
- Color vision (ability to identify and distinguish color).

Work Environment:

The noise level in the work environment is usually moderate, (examples: business office with computers and printer light traffic).

Additional Employment Conditions:

All Tolowa Dee-ni’ Nation employees must submit to a background check and abide by all Tribal, federal, and state laws. All employees must comply with Tolowa Dee-ni’ Nation drug free workplace policy and will be subject to pre-employment, for-cause, and post-accident drug and alcohol testing.

Employee’s Signature: _____

Date: _____

Supervisor’s Signature: _____

Date: _____