

Iowa Tribe of Oklahoma
Vacancy Announcement

Position: IT Technician
Position Number: 4526
Department: Administration
Location: Complex
Issuing Date: February 19, 2010
Closing Date: Until Filled



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Equal Employment Opportunity Statement

The Iowa Tribe of Oklahoma does not discriminate on the basis of race, color, national origin, sex, religion, age, or disability status in employment. However, individuals of Indian ancestry and Veterans will be given preference by law in initial employment or re-employment.

SUMMARY: Under direct supervision of the IT Manager, the incumbent will provide expertise, end user support for all new and applications and technology infrastructure, and basic server administration.

Essential Duties:

Functions commonly performed by this position may include:

- Diagnosing and resolving problems in response to customer reported incidents;
- Researching, evaluating, and providing feedback on problematic trends and patterns in customer support requirements;
- Installing, configuring, troubleshooting, and maintaining customer hardware and software;
- Adhering to departmental customer service performance requirements;
- Assisting in development of customer support policies, procedures, and standards;
- Providing customer training; and/or
- Ensuring the rigorous application of information security/information assurance policies, principles, and practices in the delivery of customer support services.

The incumbent provides technical support to customers who need advice and assistance; and install, configure, and maintain the operating system environment including systems servers and operating systems software on which applications programs run.

Work involves operating computer systems, including the operation of peripheral equipment; and applying established methods, procedures, and practices to monitoring, maintaining, and supporting IT systems and services.

Work consists of maintaining databases that are accessible over the network to customers throughout the organization; and analyzing work activities to determine the feasibility of developing new applications to meet customer business requirements.

Will require some on-call support.

Qualifications:

- High School diploma or GED required
- At least three years relevant job experience

- Excellent troubleshooting skills.
- In-depth knowledge of networking, computing hardware, contemporary office applications, and basics of information technology.
- Ability to learn new concepts and skills quickly.
- Excellent listening skills.
- Skills in communicating effectively both orally and in writing
- Ability to work independently with minimal supervision
- Respectful of Tribal cultures and customs
- Must be able to lift 50 pounds.

CONDITIONS OF EMPLOYMENT

- The Iowa Tribe of Oklahoma operates a drug-free workplace. The selected applicant must submit to and pass applicable drug test and maintain and Possess a valid Oklahoma driver's license and insurable by the Tribe's provider.
- . Additionally, selected individual must able to pass background check.