KEWEENAW BAY INDIAN COMMUNITY

INFORMATION TECHNOLOGY
HELP DESK TECHNICIAN

Full-time, Non-exempt position

ALL REQUIRED DOCUMENTATION MUST BE SUBMITTED BY THE CLOSING DATE OR THE APPLICANT WILL <u>NOT</u> BE CONSIDERED FOR EMPLOYMENT

☐ Completed Keweenaw Bay Indian Community application

☐ Current Resume'

☐ Copy of valid Michigan driver's license
   *** **Please see qualifications for driving privileges, during employment**

☐ Personal Statement

☐ Copy or High School Diploma/GED

☐ College transcripts

☐ Minimum of three (3) Letters of Recommendation

☐ Must provide a satisfactory Child Abuse/Neglect Central Registry clearance from the Michigan Department of Health & Human Services (DHHS)

☐ If you are American Indian, you must attach a copy of tribal enrollment or proof of descendency

☐ If you are a Veteran, you must attach a copy of your DD214

Keweenaw Bay Indian Community
Personnel Department
16429 Beartown Road
Baraga, MI 49908
906-353-6623, ext. 4140 & 4176
Fax: 906-353-8068
Email: personnel@kbic-nsn.gov

LAKE SUPERIOR BAND OF CHIPPEWA INDIANS

"Home of the Midnight Two-Step Championship"

KEWEENAW BAY INDIAN COMMUNITY

2022 TRIBAL COUNCIL

KIM KLOPSTEIN, President
SUSAN J. LAFERNIER , Vice President
TONI J. MINTON, Secretary
DON MESSER, Assistant Secretary
RANDALL R. HAATAJA, Treasurer

Keweenaw Bay Tribal Center
16429 Beartown Road
Baraga, Michigan 49908
Phone (906) 353-6623
Fax (906) 353-7540
POSITION DESCRIPTION

DOREEN G. BLAKER
ROBERT "R.D." CURTIS, JR.
EDDY EDWARDS
SUE ELLEN ELMBLAD
ELIZABETH "LIZ" JULIO
GARY F. LOONSFOOT, JR.
RODNEY LOONSFOOT

POSITION: **INFORMATION TECHNOLOGY HELP DESK TECHNICIAN**
Full-time, Non-exempt position

LOCATION: 16429 Beartown Road -- Tribal Center
Baraga, Michigan 49946

SUPERVISORY CONTROL: Information Technology Director

SALARY: Grade 6 (minimum starting wage=$18.40/hour)

SUMMARY: Assists the Information Technology department in providing hardware, software, and network support, training, and troubleshooting in a networked environment. Provides support on a wide range of software applications such as office application suites, accounting, HR, and other various desktop applications.

REQUIRED QUALIFICATIONS:

- AA/AS degree in a computer-related field and one (1) year of full-time work experience performing the duties and responsibilities outlined in this position announcement.
  OR
- An equivalent combination of education credits/semesters and relevant work experience equaling three (3) years.
- Requires technical knowledge of the techniques and procedures of software and network support for users in a Microsoft Windows Server Active Directory environment.
- Must understand installation, configuration, and troubleshooting processes for software, hardware, mobile devices, networking, and accessory equipment.
- Must be familiar with information technology security strategies and techniques.
- Requires experience with personal computer equipment.
- Must have advanced personal computer word processing, spreadsheet, database, and Windows skills.
- Requires sufficient analytical skills to assess problems or unusual situations and develop solutions.
- Prefer a working understanding of the Keweenaw Bay Indian Community and individual department operations, goals, and objectives relating to Computer & Communications Services.
- Must know how to assemble and disassemble personal computer components, including cabling.
- CompTIA, Microsoft MCP, or other industry certifications is desired.
- Must be able to install, configure, troubleshoot and maintain software applications and peripheral equipment.
- Must have strong communication and training skills and be able to communicate technical information to non-technical users.
- Must maintain strict confidentiality.
- Must be at least 21 years of age, have a valid Michigan driver's license, and be insurable to operate KBIC fleet vehicles. Must sign KBIC Driving Record check form.
- Must be able to obtain a satisfactory clearance under the Indian Child Protection and Family Violence Prevention Act Background Investigation Policy

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- Must be able to attend training and travel as required.
- Employment is contingent upon the satisfactory result of a Security Background Check, pre-employment drug testing, and pre-employment physical.
- Must be able to obtain and continue to hold <u>a Keweenaw Bay Indian Community Gaming License.</u>

INDIAN PREFERENCE: Preference will be given to qualified individuals of American Indian descent.

VETERAN PREFERENCE: Preference will also be given to Veterans who do not have bad conduct or dishonorable discharges (need DD214).

DUTIES AND RESPONSIBILITIES:

1. Identifies, diagnoses, and resolves Tier 1 problems for users of tribal and gaming systems, personal computer software and hardware, tribal network, the Internet, and new computer technology in a help desk environment; communicates solutions to end-users.

2. Installs, configures, maintains, and troubleshoots a wide range of software used throughout the tribal operations. Performs hardware/software upgrades to existing computer equipment as needed.

3. Response to hardware and software problem calls on-site, via e-mail, or over the phone for users. Enters requests for support into help desk ticketing software. Investigates error messages and determines resolution. Reinstalls programs or replaces files that are causing errors. Calls hardware or software vendors or accesses online technical support to obtain updates. Also responds to network user account issues. Investigates appropriate areas of the potential problem and determines resolution.

4. Provides network support for users, which includes installing networked application software, managing user accounts, installing peripherals, joining computers to the network domain, and prepare for use by multiple users.

5. Contacts software and hardware vendors to obtain specifications, pricing, and other purchase-related information needed to guide departments in their selection of software and hardware.

6. Trains users in startup, basic and advanced use of software programs, such as Microsoft Office applications as well as in the use of Windows network resources. May provide group training on request.

7. Develops job aids for tasks performed in software applications. Sets up batch files or procedures to facilitate software installation by other support staff or to help users in their specific tasks.

8. Maintains up-to-date expertise in the operation and application of standard microcomputer software and a working knowledge of a wide variety of commonly used hardware and software.

9. May be required to maintain, update, or design various tribal websites.

10. Performs other related duties as assigned by the supervisor

This position announcement summary is intended to indicate the kinds of tasks which will be required of this position and shall not be construed as declaring what the specific duties and responsibilities of the position will be. It is not intended to limit or modify the right of the supervisor to assign, direct and control the work of this position, nor to exclude other similar duties not mentioned. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level difficulty.

Distribution Date: October 21, 2022   **Closing Date:** November 4, 2022 at 4:pm or Open until filled

TERO Approval : Deborah Picciano
Reviewed for barriers only!
Date: 10 21 2022

Name: _____   POSITION: **IT Help Desk Technician**

Please list your specific experience and knowledge in regards to the following qualifications:
AA/AS degree in a computer-related field AND one (1) year of full-time work experience performing the duties and responsibilities outlined in this position announcement.

_____

OR Equivalent combination of education credits/semesters and relevant work experience equaling three (3) years.

_____

_____

Requires technical knowledge of the techniques and procedures of software and network support for users in a Microsoft Windows Server Active Directory environment.

_____

_____

Must understand installation, configuration, and troubleshooting processes for software, hardware, mobile devices, networking, and accessory equipment.

_____

_____

Must be familiar with information technology security strategies and techniques.

_____

_____

Requires experience with personal computer equipment.

_____

_____

Must have: advanced personal computer word processing, spreadsheet, database, and Windows skills.

_____

_____

Requires sufficient analytical skills to assess problems or unusual situations and develop solutions.

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Must know how to assemble and disassemble personal computer components, including cabling.

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Must be able to install, configure, troubleshoot and maintain software applications and peripheral equipment.

Must have strong communication and training skills and be able to communicate technical information to non-technical users.

Must maintain strict confidentiality.

Must be at least 21 years of age, have a valid Michigan driver's license, and be insurable to operate KBIC fleet vehicles. Must sign KBIC Driving Record Check form

Must be able to attend training and travel as required.

Must be able to obtain and continue to hold a Keweenaw Bay Indian Community gaming License.

DRIVING RECORD CHECK FORM

Position applying for or current positon held: _____

Department: _____

Is driving required for this position: _____

4.5 Driving Record: *All newly hired and current employees are required to provide a copy of their driver's license, commercial driver's license (CDL) or chauffeur license or provide the status if none or not valid and sign a consent form for the Community to enroll them and to obtain access to their personal driving record. As a condition of employment, each employee is required to be insurable according to their position description and the Tribe's current insurance carrier/agent. The Personnel department shall maintain a list of employees eligible to drive a fleet vehicle and a list of employees that are excluded. Excluded employees may not drive the Community's fleet vehicles. The Personnel Department shall enroll each newly hired or current employee through the Michigan Department of State subscription service. The enrollment shall include the employee's name, their driver's license number, CDL, or chauffeur's license, along with their date of birth. The Community will be provided a driving record of all employee(s) when they are first enrolled and then whenever there are any violations, restrictions, suspensions, or revocations posted to their record. Reports will be obtained at least annually.*

*** Current insurance carrier requires all drivers of KBIC fleet vehicles be ==at least 21 years of age.==

Name: _____ _____ _____
      Last   First   Middle

☐ I have read KBIC Driving Record Policy 4.5 and consent to a record check on my license **Date:** ____/____/____

☐ Driver's license number: _____

☐ Date of Birth: ____/____/____

_____
Signature

                                       Or

☐ I do not have a valid license as of **Date:** ____/____/____

☐ Date of Birth: ____/____/____

Reason: _____

_____
Signature

==By signing this document you are agreeing that you have read and understand the policy and how it pertains to you as an employee of the KBIC.==

Personnel Use only

☐ Copy of license

☐ Copy of personal vehicle insurance coverage