JOB DESCRIPTION

***HOMELAND SECURITY ***

Job Title:	**Application Support Analyst - General**
Dept./Division:	**Information Technology**
Unit:	**GUADALUPE Client Services**
Job Family/Class:	**Information Technology Series**
Supervised By:	**Client Services Supervisor**
Employee Type:	**Hourly: Pay Grade 23**
	Salary: Pay Grade G

NATURE OF WORK:

The Application Support Analyst – General is responsible for providing technical assistance to the assigned Pascua Yaqui Tribe department's software and hardware. This position will be responsible for assisting with the maintenance of client/server software in assigned areas.

ESSENTIAL FUNCTIONS:

- Evaluate operational needs and activities within assigned area of responsibility; stay abreast of new technologies and software updates.
- Assist in the development of software solutions for the assigned department.
- Recognize, evaluate and resolve computer hardware/software problems and failures as they apply to the assigned departments.
- Install, maintain and update department specific software and assists with customized databases.
- Document and inform users of the availability of newly implemented features and modules.
- Prepare and review a variety of reports concerning the overall status of software projects and work in progress.
- Develop and prepare training material in conjunction with the Technical Trainer as it pertains to area.
- Serve as the local data processing advisor and consultant with regard to data entry, database file manipulation and report output generation.
- Prepare documentation for new systems and change to existing systems including flow charts and system, program and user guides.
- Receive calls and assist users who call in to the help desk
- Perform other duties of a similar nature or level as requested by supervisor or director.

ESSENTIAL KNOWLEDGE AND SKILLS:

Knowledge of:

- Software generally used in a business or government capacity;
- Manage hardware/software issues and end user support;
- Software and hardware installation procedures and troubleshooting;
- Computer hardware configuration and components;
- Security Technologies: Access Control Systems and Surveillance;
- Network and telecommunication cabling and configurations;

- Client/Server computing technologies;
- Technology and software trends;
- Memorandum of Agreement between the Tribe and the Department of Homeland Security and Customs and Border Protection and all internal standard operating policies and procedures and service level agreements under the MOA for the ETC Program;
- Tribal confidentiality policies;
- Customer service principles and practices;
- Yaqui culture, customs, resources and traditions and/or a willingness to learn.

Skills in & Ability to:

- Provide training and direction;
- Operate a computer and related software applications;
- Install, configure and use a variety of software and network applications;
- Exercise judgment and discretion;
- Analysis and critical thinking;
- Apply customer services principles and practices;
- Recognize problems, identify alternative solutions and make appropriate recommendations;
- Prioritize work and perform multiple tasks;
- Work independently;
- Communicate technical issues both orally and in writing;
- Monitor and evaluate hardware/software upgrades;
- Maintain confidentiality of information;
- Use computers and related software applications;
- Good communication and interpersonal skills as applied to interaction with co-workers, supervisor, management, Council members and the general public. Ability to sufficiently exchange or convey information and receive verbal and written work instructions.

TRAINING AND EXPERIENCE:

Bachelor's Degree in Information Technology and three (3) years of related computer support or professional IT experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

AND

- MCP and A+ Certification preferred, but not required.

LICENSING REQUIREMENTS:

- Must possess and maintain a valid Arizona Driver's license;

BACKGROUND CHECK:

- Must have a current Homeland Security Background Clearance or be able to obtain a Homeland Security Background Clearance within ninety (90) days of hire. Failure to maintain a Homeland Security Background Clearance will result in removal from this position.
- Must provide at least three (3) business related reference letters.
- Must pass a background check and drug test.

Applicants and employees may be subject to criminal background and character investigation in accordance with applicable federal laws including, but not limited to: Indian Child Protection and Family Violence Prevention Act (25 U.S.C. Section 3201), Minimum Standards of Character and Suitability for Employment (25 CFR 63), Section 231 of the Crime Control Act (P.L. 101-647), and Child Care Worker Employee Background Checks (42 U.S.C Section 13041).

TRIBAL VEHICLE USE POLICY NOTICE:
This position may require the use of personal, GSA or Tribal vehicle for Tribal business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for Tribal business will be prohibited if the employee is not authorized to drive a Tribal vehicle or if the employee does not have personal insurance coverage. **Failure to maintain a driving record that would allow you to drive Tribal or GSA vehicles may result in removal from this position.**

PHYSICAL REQUIREMENTS:
Positions in this class typically require: finger dexterity, feeling, talking, hearing, seeing and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

This description is intended to be generic in nature. It is not intended to determine specific duties and responsibilities or restrict management's right to assign or reassign, direct the work of employees under their supervision. Essential functions may vary based on the specific tasks assigned to the position.

Review and Approved by:

Charles R. Miller — 03/14/2016
Department Head and/or Designee — Date

[signature] — 03/14/16
H.R. Manager/Classification & Compensation — Date

Mary Lou Gutierrez — 3/15/16
Human Resources Director — Date