



JOB DESCRIPTION

*****HOMELAND SECURITY*****

Job Title: Desktop Technician
Dept./Division: Finance & Operations/Information Technology
Unit: Client Services
Job Family/Class: Information Technology Series
Supervised By: Client Services Supervisor
Employee Type: Hourly
Pay Grade: 18

NATURE OF WORK:

The Desktop Technician is responsible for configuring and installing tribal computer hardware and operating software; troubleshooting computer hardware and LAN connectivity problems.

ESSENTIAL FUNCTIONS:

- Configure and install tribal computer hardware and operating software.
- Troubleshoot computer hardware and LAN connectivity problems.
- Ensure proper connectivity to the Local Area Network and external devices; if applicable.
- Follow the tribal-wide network procedures for system security, connectivity, back up, recovery, hardware, and software.
- Perform maintenance according to PM schedules.
- Use diagnostic and troubleshooting techniques to do corrective maintenance.
- Carry out all computer services requests for the tribal operational needs, determine the troubleshooting or assistance levels required.
- Fulfill work request and perform preventative maintenance of tribal computers, printers and external devices.
- Participate on Help Desk rotation.
- Perform other duties of a similar nature or level as requested by supervisor or director.

ESSENTIAL KNOWLEDGE AND SKILLS:

Knowledge of:

- Know-how to diagnose, troubleshoot and repair computers;
- Local Area Network environment;
- Current computing hardware and Windows desktop operating software configurations;
- Hardware and software system installations and repairs;
- Yaqui culture, customs, resources and traditions and/or a willingness to learn.

Skills in & Ability to:

- Analysis and critical thinking;
- Evaluate new hardware and software technologies;
- Troubleshoot technical problems;

- Determine component failures and order the replacement parts;
- Communicate technical information to a non-technical audience;
- Follow written and verbal instructions;
- Handle multiple tasks and meet deadlines;
- Use computers and related software applications;
- Operate a variety of office equipment, including a computer 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:

Associate of Science Degree in Computer Information Systems or certificate from an accredited technical computer school or equivalent experience plus one (1) year experience in the computer field; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

LICENSING REQUIREMENTS:

- A+ Certification preferred or equivalent experience;
- 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; fingerprinting requirement determined by funding and sensitivity of position.

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. Incumbents may be subjected to moving mechanical parts, fumes, odors, dusts, gases, poor ventilation, chemicals, oils, extreme temperatures, work space restrictions, stooping, kneeling, crouching, reaching, standing, walking, pushing, lifting, climbing, travel and balancing.

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

This position will require the incumbent to work non-traditional hours, nights and weekends.

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:

Department Head and/or Designee

Date

H.R. Manager/Classification & Compensation

Date

Human Resources Director

Date