



JOB DESCRIPTION

Bishop Paiute Tribe
Bishop, California

Position: Information Technician
Department: Information Technology
Supervised by: IT Director
Pay Grade: E4 \$59,513 - \$83,319 DOQ
FLSA: Full-Time; Exempt

Position Summary: Responsible for maintaining computer systems, troubleshooting internal system errors, maintaining internet connectivity, running diagnostic tests, maintaining service, and repairing computer hardware. Duties include installing software patches, repairing common computer problems, monitoring internal networks, and repairing server errors. The Information Technician is also responsible for resolving hard disk failures, configuring software and drivers, and performing regular system upgrades and backups.

This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.

Job Duties:

- Installing and configuring hardware and software components to ensure usability.
- Troubleshooting hardware and software issues.
- Ensuring electrical safety standards are met.
- Repairing or replacing damaged hardware.
- Upgrading the system to enable compatible software on all computers.
- Maintain mapping on all Tribal networking systems.
- Installing and upgrading anti-virus software to ensure security at the user level.
- Performing tests and evaluations of new software and hardware.
- Providing support to users and being the first point of contact for error reporting.
- Conducting daily backup operations.
- Managing technical documentation.
- Setting up and taking down presentation/conferencing equipment including PA systems, projectors, and cameras.
- Assist with the planning, implementation, and management of a Tribal fiberoptic broadband network.
- Capable of maintaining, operating, and installing camera systems and configuring DVR/NVR's.
- In emergency situations, may have to work extra hours and if necessary to make system changes, upgrades, and other duties for the essential function of the network system to be shut down.

Education and Experience:

- Two (2) years of experience in computer networks and systems maintenance.
- A+ CompTIA accreditation required.
- Network+ CompTIA accreditation preferred, will be obtained within one (1) year of employment.

Other Requirements:

- The individual must have the ability to work with people from diverse cultures, ethnic and socio-economic backgrounds and possess a basic knowledge of Native American communities and always maintain cultural sensitivity.
- Able to adapt to change and meet deadlines; ability to multitask.
- Utilize proper safety precautions when utilizing equipment on all work performed.
- Must have a valid California Driver's License and be insurable under the Tribe's existing automobile insurance policy.
- Must be available to be on call after hours, holidays and weekends for work as scheduled and/or in the event of emergencies.
- Must comply with the Bishop Paiute Tribe's organizational policies.

Indian Preference:

Native American Indian preference shall apply pursuant to the Bishop Tribal Employment Rights Ordinance No. 1992-01 (as amended on June 28, 2012) and the Indian Self-Determination and Education Assistance Act (24 U.S.C. 450, et seq.), 25 CFR 271.44 and other relevant laws.

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

- *Job Knowledge* - Knowledge of human resources in Indian Country; principles, practices and trends in recruitment and employment; compensation and benefits; record-keeping systems; interviewing techniques; and applicable federal, state, county and local laws, regulations, and requirements.
- *Decision Making* – the individual identifies and resolves problems in a timely manner and gathers and analyzes information skillfully to make the responsible decision.
- *Interpersonal Skills* - the individual maintains confidentiality, remains open to others' ideas and exhibits willingness to try new things; ability to interact and maintain good working relationships with individuals of varying cultural and social backgrounds.
- *Analytical Skills* - Ability to analyze operational, statistical, and financial information and draw logical conclusions; compare and interpret facts and figures.
- *Communication* – Ability to communicate clearly both verbally and in-writing; ability to write clear and concise reports, memoranda, directives, and letters.
- *Customer Oriented* – the individual delivers excellent service to both internal and external customers in a friendly and courteous manner.
- *Time Management* – the individual prioritizes and plans work activities, uses time efficiently and develop realistic action plans.
- *Detail Oriented* – the individual demonstrates accuracy and thoroughness and monitors own work to ensure quality.
- *Adaptability* – the individual adapts to changes in the work environment, manages competing demands and can deal with frequent change, delays or unexpected events.
- *Reliability* – the individual is consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance.
- *Organized* – the individual keeps clean and organized workspace and projects.
- *Motivated* – the individual inspires self and others around them to get the job done and follow through on tasks.
- *Technology Skills* – Operates VMWARE, O365, AD, and database software programs in a Windows environment.
- *Safety Oriented*– Observes surroundings to maintain a safe work environment for community members and co-workers.

Physical Demands/ Work Environment:

While performing the duties of this job, the employee regularly is required to stand, walk and sit; use hands to finger, handle, or feel; reach with hands or arms; and talk or hear. The employee occasionally is required to climb or balance; stoop, kneel, crouch or crawl. The employee may occasionally be required to lift and/or carry up to 50 lbs. Work is generally performed in an office setting and occasionally in an outdoor environment. Evening and/or weekend work may be required. Tight time constraints and multiple demands are common. Travel is required for training, meetings, conferences, presentations, and other events.

Signatures

This job description has been approved by all levels of management:

Manager: _____

HR: _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee: _____ *Date:* _____