PUEBLO OF ISLETA
HUMAN RESOURCES DEPARTMENT
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VACANCY ANNOUNCEMENT

POSTING NO: 103-19   **OPENING DATE:** 06/12/2019
                                                                                       CLOSING DATE: 06/25/2019

POSITION: PC Technician II   **POSTED:**   IN & OUT
PAY GRADE: NE9 ($16.90/ph to $19.86/ph)
FLSA STATUS: Non-Exempt
POSITION TYPE: Full Time
FUNDING SOURCE: POI Funded
DEPARTMENT: MIS
REPORTS TO: MIS Manager
BACKGROUND LEVEL: Public Trust

JOB PURPOSE:
Assists in the maintenance, troubleshooting, updating and repair of computer systems, hardware, software and computer peripherals; provides first level hardware, software, and network support for users according to established policies and procedures.

This position description may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found or assigned to this position.

JOB DUTIES:
- Receives and logs calls and help desk tickets regarding hardware and software issues and problems.
- Diagnoses initial user problems with PC components and network connectivity issues; resolves the problem or refers user to the appropriate person for resolution.
- Administers and manages PBX, VOIP, and Fax server systems.
- Manages copier fleet inventory and call accounting software.
- Interacts with vendors for specific systems including; receives PC configuration from vendors and verifies configuration to ensure it matches the order.
- Ensures that the user has sufficient space and electrical and network connections for installation.
- Unpacks hardware and installs all operating systems and POI financial network software according to manufacturer's instructions or established protocols.
- Installs all hardware in the designated location; ensures network connectivity and application software interfaces are configured and working properly.

- Maintains hardware and software inventory for all computers, telephones, fax equipment and copiers.
- Ensures the integrity and security of systems and data by adhering to established policies and procedures and computing standards; assists in the implementation of security requirements.
- Keeps abreast of industry trends and new technologies.
- Maintains professional and technical knowledge by conducting research, attending seminars, educational workshops, classes and conferences.
- Performs other duties as assigned.

SUPERVISION RESPONSIBILITIES: N/A

MINIMUM QUALIFICATIONS/REQUIREMENTS:
PLEASE BE SPECIFIC REGARDING QUALIFICATIONS, AND INCLUDE DOCUMENTS THAT CONFER THE HIGHEST LEVEL OF EDUCATION, CERTIFICATION AND LICENSES.
- Associate's Degree in Computer Science, Information Systems or related field.
- One year related work experience installing and maintaining personal computers in a client server configuration; or equivalent combination of education and experience.
- A+ Certification preferred.
- Must be able to pass background check, with NO prior convictions of any felonies.
- Must be able to comply with the Pueblo of Isleta Drug Free Workplace policies.

KNOWLEDGE, SKILL AND ABILITY REQUIREMENTS:
- Knowledge of information systems, technologies, and applications.
- Knowledge of hardware upgrades including system boards, memory, disk drives, CD ROM drivers, NIC cards, monitors, modems and printers.
- Knowledge of a wide range of computer systems software, applications, hardware, networking, and communications including Microsoft Office, Adobe Suite, Quickbooks, Windows and Apple operating systems, RPMS, Active Directory, VoIP, and other related equipment.
- Skill in working with network firewall installation and maintenance.
- Skill in analyzing problems, projecting consequences, identifying solutions, and implementing recommendations.
- Skill in operating various word-processing, spreadsheets, and database software programs.
- Skill in reviewing and analyzing complex technical manuals or journals.
- Ability to configure client/server PC applications.
- Ability to communicate efficiently and effectively both verbally and in writing.
- Ability to exercise independent judgment.
- Ability to interact and maintain good working relationships with individuals of varying social and cultural backgrounds.
- Ability to maintain confidentiality.
- Ability to work extended hours and various work schedules.
- Ability to work independently and meet strict time lines.

PHYSICAL DEMANDS:
- Talk, hear sit, stand; use hands to handle objects, equipment, controls and reach with arms and hands.
- Position requires frequent lifting of 50 lbs.

WORK ENVIRONMENT
- Work is performed in a typical interior/office environment.
- Noise level is usually minimal.

PREFERENCE:
Tribal preference and Native American Indian preference shall apply to all positions at Pueblo of Isleta.