



**PUEBLO OF ISLETA**  
**HUMAN RESOURCES DEPARTMENT**  
**P.O. BOX 1270, ISLETA, NM 87022**  
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**VACANCY ANNOUNCEMENT**

**\*\* AMENDED \*\***

**POSTING NO: 014-20**

**OPENING DATE: 12/24/2019**

**CLOSING DATE: Open Until Filled**

**POSTED: IN/OUT**

**POSITION:** PC Technician I  
**PAY GRADE:** NE7 (\$19.33/hr. - \$26.09/hr.)  
**FLSA STATUS:** Non-Exempt  
**POSITION TYPE:** Full Time  
**FUNDING SOURCE:** POI Funded  
**DEPARTMENT:** MIS  
**REPORTS TO:** MIS Manager  
**BACKGROUND LEVEL:** Public Trust

**JOB PURPOSE:** Maintains, analyzes, troubleshoots, updates and repairs computer systems, hardware, software and computer peripherals; provides hardware, software, and network support for users according to established policies and procedures; supports and maintains user account information including rights, security and systems groups.

*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:**

- Installs and configures network PC's, operating systems, application software, printers; updates systems and software on all PC's.
- Provides mid-level hardware and network support; troubleshoots, diagnoses and resolves system hardware, software, printer and networking failures and conflicts; maintains high customer service standards in dealing with and responding to user issues and questions.
- Monitors and updates trouble tickets in Help Desk system.
- Evaluates and monitors status of AV for all PC's.
- Runs weekly and monthly reports from help desk software to keep record of technician's work orders.
- Receives departments' old and new PC's and performs a full wipe of the PC and reload system with custom images and software.
- Installs hardware and moves existing hardware document installations and procedures as needed.

- Schedules door run reports for PD; for door access required to change locks and the unlock schedule for facilities doors.
- 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.
- Retrieves footage from security cameras and assists with viewing and software install when needed.
- Keeps abreast of industry trends and new technologies.
- Maintains professional and technical knowledge by conducting research, attending seminars, educational workshops, classes and conferences.
- Maintains confidential information.
- Performs other duties as assigned.

**SUPERVISION RESPONSIBILITIES:** N/A

**MINIMUM QUALIFICATIONS/REQUIREMENTS:**

- High School Diploma or GED.
- Associate's Degree in Computer Science, Information Systems or related field.
- Three year's related work experience installing and maintaining personal computers in a client server configuration.
- A+ Certification.
- 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 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.
- Knowledge of hardware upgrades including system boards, memory, disk drives, CD ROM drivers, NIC cards, monitors, modems and printers.
- 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 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.