



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

POSTING NO: 146-20

OPENING DATE: 09/22/2020

CLOSING DATE: Open Until Filled

POSTED: IN/OUT

POSITION: Help Desk Technician
PAY GRADE: NE6 (\$17.57/hr. - \$23.72/hr.)
FLSA STATUS: Non-Exempt
POSITION TYPE: Full Time
FUNDING SOURCE: POI Funded
DEPARTMENT: Treasury-MIS
REPORTS TO: Director, MIS
BACKGROUND LEVEL: Child/Elder

JOB PURPOSE: Serves as the initial point of contact for the helpdesk; provides technical assistance to computer users, resolves problems or assigns trouble tickets to appropriate IT staff for resolution. Performs general clerical and receptionist duties as needed.

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:

- Performs initial technical support; troubleshoots and resolves user problems or escalates problem to appropriate IT staff.
- Inputs help desk calls into tracking system as required; coordinates assignment of help desk tickets to staff; reviews and monitors trouble tickets to ensure the timely resolution of issues.
- Prepares all purchase requests for department; maintains equipment purchase files and receipt documents for all POI departments.
- Submits and provides quotes for user departments and coordinates the submittal of POs and receipt of equipment and software; tags all equipment before initial issue to department.
- Coordinates the installation of equipment and software with the user department and the IT staff.
- Maintains accountability of computerized equipment and coordinates the disposition of equipment; ensures all confidential information is wiped from computers prior to disposal.

- Provides communication interface for all POI departments for notification of scheduled and unscheduled IT service outages.
- Conducts department inventory; prepares inventory forms for loan of equipment to different departments.
- Ensures MIS action forms are current for incoming and terminated employees and the employee directory is accurate.
- Answers incoming telephone calls, determines purpose of callers, and forwards calls to appropriate personnel or department.
- Reviews and responds to correspondence related to the MIS Department.
- Coordinates all daily work orders in conjunction with the Director and staff.
- Manages and maintains a central filing system according to established policies and procedures.
- Communicates with customers who require work orders to ensure completeness, clarity and understanding of services requested.
- Collects timesheets and leave information for review and approval by department manager; distributes payroll checks to IT staff.
- Performs other duties as assigned.

SUPERVISION RESPONSIBILITIES: N/A

MINIMUM QUALIFICATIONS/REQUIREMENTS:

- Associates' Degree in Computer Science or related field.
- Two years progressive work experience in providing technical support; or equivalent combination of education and experience.
- Must have a valid New Mexico driver's license with ability to meet Pueblo of Isleta liability insurance requirements and maintain eligibility for insurance.
- 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 a wide range of computer systems software, applications, hardware, and communications.
- Ability to provide end-user training and support.
- Skill in operating various word-processing, spreadsheets, and database software programs.
- Ability to communicate effectively, both verbally and in writing.
- Ability to diagnose the nature and extent of a wide range of computer problems.
- Ability to maintain confidentiality.
- Ability to carry out instructions furnished in verbal or written format.
- Ability to handle multiple tasks and meet deadlines.
- Ability to interact and maintain good working relationships with individuals of varying social and cultural backgrounds.
- Ability to communicate efficiently and effectively both verbally and in writing.
- Ability to exercise independent judgment.

PHYSICAL DEMANDS:

- Talk, hear sit, stand; use hands to handle objects, equipment, controls and reach with arms and hands.
- Position requires frequent lifting of 25 lbs.

WORK ENVIRONMENT:

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

PREFERENCE:

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