



PUEBLO OF ISLETA
HUMAN RESOURCES DEPARTMENT
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VACANCY ANNOUNCEMENT

****RE-ADVERTISEMENT****

POSTING NO: 137-20

OPENING DATE: 08/31/2020

CLOSING DATE: Open Until Filled

POSTED: IN/OUT

POSITION: Systems Technician
PAY GRADE: NE8 (\$21.26/hr. - \$28.70/hr.)
FLSA STATUS: Non-Exempt
POSITION TYPE: Full Time
FUNDING SOURCE: Grant Funded
DEPARTMENT: Isleta Elementary School
REPORTS TO: Principal/EPA
BACKGROUND LEVEL: Child/Elder

JOB PURPOSE: Develops and maintains information systems including web-site; interfaces, analyzes, troubleshoots, updates and repairs computer systems 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:

- Implements software on new and existing systems for classrooms and individual use.
- Directs, configures and implements server and client side systems applications.
- Installs and configures network PC's, operating systems, application software, printer; 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.
- Evaluates and monitors status of AV for all PC's.
- Receives departments; old and new PC's and performs a full wipe of the PC and reload systems with custom images and software.
- Installs hardware and moves existing hardware document installations and procedures as needed.

- Diagnoses initial user problems with PC components and network connectivity issues; resolves the problem or refers user to the appropriate person for resolution.
- Interacts with vendors for specific systems; 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 the installation.
- Unpacks and installs all hardware in the designated locations; ensures network connectivity and application software interfaces are configured and working properly.
- Installs all operating systems and IES financial network software according to manufacturer's instructions or established protocols.
- 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.
- Manages and maintains local Microsoft Active Directory including adding and managing the PC Inventory.
- Adding and managing the Local Domain Accounts for staff and students.
- Manages and maintains the Local Backup Servers and Backup Applications.
- Performs other duties as assigned.

SUPERVISION RESPONSIBILITIES: N/A

MINIMUM QUALIFICATIONS/REQUIREMENTS:

- Bachelor's Degree in Computer Science, Information Systems or related field.
- Three years related work experience in system administration.
- Valid New Mexico's driver's license with ability to meet and maintain Pueblo of Isleta's liability insurance requirements.
- 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 Local Area Network (LAN) and/ or Wide Area (WAN) hardware and software.
- Knowledge of information systems, technologies, and applications.
- Knowledge of hardware upgrades including system boards, memory disk drives, DC 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 supplies, assisting students and audio visual equipment weighing up to 50 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.