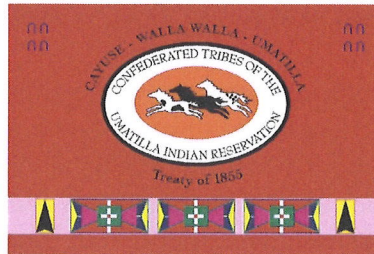


**CONFEDERATED TRIBES OF THE UMATILLA INDIAN RESERVATION**  
**46411 TIMÍNE WAY, PENDLETON, OR 97801**  
**(541) 276-3570 FAX (541) 276-9060**



**POSITION DESCRIPTION and VACANCY ANNOUNCEMENT**

**POSITION TITLE:** Computer Helpdesk Technician I

**SALARY:** Pay Range: 6  
\$32,384.76-\$41,311.56 annual  
DOE/DOQ

**DEPARTMENT:** Office of Information Technology

**LOCATION:** Position located at Nixyáawii Governance Center, Mission Oregon  
Confederated Tribes of the Umatilla Indian Reservation

**EMPLOYMENT STATUS:** Full Time with benefits package  
Requires extensive background check with annual review  
Exempt

**SUPERVISED BY:** Information Technology Services (ITS) Program Manager

**OPENING DATE:** November 4, 2020

**CLOSING DATE:** Open until filled - review of complete application packets  
November 19<sup>th</sup> and December 4<sup>th</sup> 2020

**CTUIR MISSION STATEMENT**

Exercise the Tribe's sovereign authority to achieve the maximum protection of resources identified in the Treaty of 1855, to protect newly acquired lands wherein the Tribe has a vested interest, to protect the lands of all the citizens and residents of the Umatilla Indian Reservation. This position will protect human life, water, land, air, and wildlife by exercising professional skills and abilities in the protection of the resources of the Confederated Tribes of the Umatilla Indian Reservation.

**GENERAL STATEMENT OF DUTIES**

The qualified applicant will be a self-motivated, conscientious individual who can work independently with minimal supervision, as well as communicate effectively with a wide variety of professionals employed by CTUIR. Duties will include remote and onsite computer technical support including but not limited to software and hardware installations, troubleshooting as well as assisting senior level technicians and administrators in broader projects.

## EXAMPLES OF ESSENTIAL JOB DUTIES & RESPONSIBILITIES

1. Field incoming requests to the Help Desk via both telephone and e-mail to ensure courteous, timely and effective resolution of end user issues.
2. Follows policies and procedures when performing most functions and ensures procedures are kept up to date for tasks assigned.
3. Record, track and document the help desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.
4. Determines source and nature of computer malfunction using diagnostic and application software.
5. User account maintenance to include setup of new accounts and removal of accounts.
6. Adjusts, repairs, and replaces malfunctioning equipment or escalates to the appropriately experienced technician.
7. Perform semi-annual maintenance on computers not regularly connected to the network and quarterly maintenance on computer labs and public pc's.
8. Installs, configures, and maintains a variety of computer equipment including computers, printers, and laptops, scanner and other technologies.
9. Installs standard applications and some of the more widely used specialized applications.
10. Quotes for new equipment and software and places orders for technology related purchases.
11. Transfers user's data and software settings in conjunction with setup of new systems.
12. Prepare surplus equipment for disposal.
13. Setup and troubleshoot smartphones.
14. Receives equipment deliveries. Verifies shipment with original purchase orders. Inventories new equipment.
15. Maintain IP Phone system extensions, hunt groups, auto attendants and paging groups.
16. Maintains working relationships with vendors and suppliers in order to facilitate and coordinate hardware and software purchasing and support.
17. Works cooperatively and supportively with other CTUIR staff.
18. Performs additional functions incidental to computer support activities.

SUPERVISORY AUTHORITY: None

SIGNATORY AUTHORITY: None

ACCESS TO SENSITIVE AREAS: Position will have access to sensitive areas of the organization and the employee will be required to sign confidentiality statements as well as pass a police/FBI background check in order to work on their systems. They will also be required to pass a CTUIR Gaming Commission background check for access to the Gaming commission network machines.

**REQUIRED MINIMUM QUALIFICATIONS: (It is the responsibility of the applicant to demonstrate in writing he/she does meet the following minimum qualifications.)**

Specific qualifications include the following:

### *Education/Certification/Experience*

- Associates degree (or higher) in related technology field and 1 year applicable experience. **OR**
- High school diploma or equivalent with 2 years applicable experience **AND** current Microsoft Certified Technology Specialist or CompTIA A+ Certification.
- Current Microsoft Certified Technology Specialist certification is preferred. If not currently certified, incumbent must obtain MCTS or CompTIA A+ Certification within first 180 of hire at his/her own expense.

### *Operational/Technical Skills*

- Experience with the following hardware and software:
  - MS Windows (version 10 or Server 2008/2012)
  - PC Hardware and peripherals, repairs, replacement, upgrades.
  - Basic knowledge of network hardware and protocols (DNS, TCP/IP, DHCP)
  - MS Office Suite; Knowledge of computers and other office technological equipment must be kept current by attending trainings as directed by supervisor.
  - Some experience with business telephone system operation and maintenance (Mitel Experience Preferred).

### *Professional Skills*

- Regular, skilled use of windows based PC's in a corporate network environment; responsibility for troubleshooting and maintenance necessary to ensure consistent operation at a high quality level.
- Regular, skilled use of common business applications, including word processors, graphics programs, corporate email systems; responsible for basic troubleshooting and installation of such software.
- Familiar with office procedures, documentation and tracking.
- Must have strong interpersonal and communication skills, including the ability to communicate effectively, orally and in writing, through concise reports, memoranda, directives, emails and letters. Must possess and demonstrate good writing, spelling, proofing, grammar and punctuation skills.
- Must have the ability and interest to greet the public and handle difficult situations on the phone in a professional and courteous manner.
- Must be able to secure sources of information relating to Tribal problems/concerns. Must become knowledgeable of the types of services provided by the Tribal Governmental programs.
- Ability to carry out assigned duties/projects in an efficient and timely manner with minimal supervision and must be able to handle multiple projects and work within defined timelines.
- Must have a valid state driver's license, reliable transportation, and meet Tribal insurance requirements.
- A test may be administered either prior to or immediately following interview appointment.

### PHYSICAL DEMANDS:

1. Ability to use standard computer programming such as Microsoft Office (Word, Excel, PowerPoint, Outlook).
2. Ability to stand and walk around for long periods of time.
3. Ability to sit in automobiles and or airplanes for travel to conferences, seminars, and training.
4. Ability to lift up to 50 pounds.

Pursuant to Tribal Worker's Benefit Code, Section 4.02.A. "All workers shall disclose any pre-existing physical or mental disorder and/or disability that could potentially affect or impair the worker's ability to perform in a reasonable and safe manner the activities involved in the position in which they work. Disclosure shall be made in the employment application or interview before commencing employment or before commencing new job duties after job reclassification, reassignment, promotion, demotion, or other change in job duties. The content of such disclosure shall be made promptly by the covered worker after submitting a claim for benefits under this Code."

### SELECTION PROCESS:

Tribal Personnel Policies Manual, Section 3.01: Employment Preferences

The Tribe's employment preferences shall be as follows:

1. Indian Preference. It shall be the policy of the Tribe to provide preference in hiring opportunities within the Tribal government to CTUIR members and to other Indians enrolled in federally recognized tribes. This CTUIR member and Indian preference shall be applicable in all employee hiring, promotion, and transfer decisions.
2. Veteran's Preference. It shall be the policy of the Tribe to provide preference in hiring opportunities to veterans honorably discharged from the United States Armed Forces.
3. The employment preferences set forth in this section shall apply to all Tribal programs regardless of the program's funding source, and shall apply to all classes of positions referenced in §3.05.
4. Except for the employment preferences authorized under this section, it shall be the policy of the Tribe that no employee or job applicant shall be discriminated against in pursuit of employment or career growth due to race, color, religion, gender, sexual orientation, age or national origin.

All CTUIR Tribal positions are competitive. All employment applications and supportive employment material will be evaluated based on the relevance of the applicant's qualifications and experience as it applies to this position. Applicants who demonstrate that they meet the minimum qualifications and experience most relevant to this position will be considered qualified to compete for this position and be eligible for an interview.

#### DRUG FREE WORKPLACE:

The Confederated Tribes of the Umatilla Indian Reservation has a "Drug Free Workplace Policy" and will conduct Pre-Employment Drug Testing. A pre-employment drug test is required before any employment offer is to be made. All tribal employees classified as safety sensitive are subject to random Alcohol and Drug testing pursuant to the Tribal Personnel Policies Manual.

#### APPLICATION DEADLINE:

Complete Tribal employment applications will be accepted until at 4:00 P.M., on the posted closing date as found on Page 1 of this announcement, or postmarked by that date. **ONLY THOSE TRIBAL EMPLOYMENT APPLICATION PACKETS WHICH ARE COMPLETE, WITH ALL ADDITIONAL REQUIRED INFORMATION, AS FOUND IN THE "REQUIRED EMPLOYMENT APPLICATION PACKET MATERIAL" BELOW WILL BE CONSIDERED.** Employment application packets received after the application deadline will not be considered.

**It is the responsibility of the applicant to provide sufficient evidence to show they fully meet the qualification requirements.**

#### REQUIRED EMPLOYMENT APPLICATION PACKET MATERIAL:

1. Completed Tribal Employment application.
2. Cover letter explaining your qualifications and experience relevant to the functions of this position.
3. Personal resume identifying your qualifications and experiences relevant to the functions of this position.
4. Completed CTUIR's Supplemental Application Form if applicable.
5. High School Diploma/GED or copy of official college transcripts (if applicable).



6. Tribal and Indian preference: Must provide copy of Tribal Enrollment Card, Certificate of Indian Blood or such with Federally Recognized Tribe.
7. Veteran's preference: Must provide proof of honorable service and discharge or completed Form DD214.

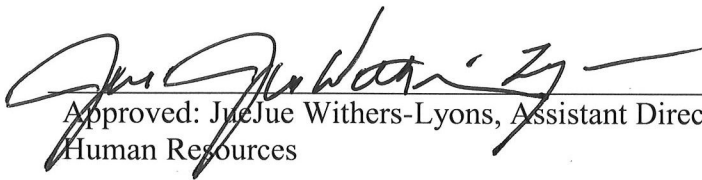
#### APPLICANT RESPONSIBILITY

It is the absolute responsibility of the applicant to provide sufficient evidence to show they fully meet the minimum qualification requirements. Applicants failing to meet the minimum qualifications are not granted interviews. If it is questionable as to whether an applicant meets the minimum qualifications, an interview may be granted solely to make that determination.

#### OBTAIN AND SUBMIT APPLICATION TO:

Confederated Tribes of the Umatilla Indian Reservation  
Office of Human Resources  
Staffing and Onboarding  
46411 Timine Way  
Pendleton, OR. 97801  
Phone: (541) 276-3570 or Fax: (541) 276-9060

**To be considered, application package must be post marked by the closing date.**



Approved: JueJue Withers-Lyons, Assistant Director, Office of  
Human Resources

11-4-2020

Date

---

#### Applicant Review and Acknowledgement

I have read the foregoing position description and understand the requirements of the position for which I am applying. I further certify that I fully meet the minimum qualifications for the position as advertised. *(Original signature must be placed on file in the employee's personnel file when/if hired for this position.)*

Applicant Signature

Date

