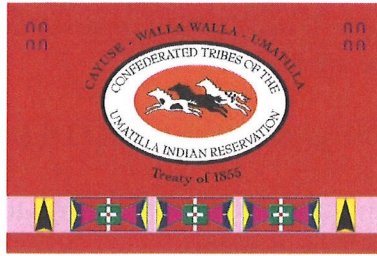


CONFEDERATED TRIBES OF THE UMATILLA INDIAN RESERVATION
46411 TIMÍNE WAY, PENDLETON, OR 97801
(541) 276-3570 FAX (541) 276-9060



POSITION DESCRIPTION and VACANCY ANNOUNCEMENT

POSITION TITLE: Computer Support Technician II

SALARY: Pay Range: 8
\$48,311.12-\$57,926.17 annual DOE/DOQ

DEPARTMENT: Office of Information Technology / Information Technology Services Program

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
Exempt

SUPERVISED BY: Helpdesk Manager

OPENING DATE: February 4, 2025

CLOSING DATE: Open Until Filled with first review of complete packets February 13, 2025

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 Confederated Tribes of the Umatilla Indian Reservation (CTUIR) is a dynamic organization at an exciting phase in developing its information technology capabilities. We are seeking an exceptional individual to fill the role of Computer Support Technician II in the Information Technology Services Program (ITS) under the Office of Information Technology (OIT).

This person needs to be highly motivated and dependable. Individual will be required to work in largely unsupervised situations where they will be personally responsible for completion of tasks. The successful individual will need to demonstrate effective trouble-shooting skills, and the ability to creatively and efficiently solve problems. In addition, this individual will need to demonstrate excellent interpersonal skills in dealing with clients and colleagues in high-pressure situations.

EXAMPLES OF ESSENTIAL JOB DUTIES & RESPONSIBILITIES

Strategy & Planning

1. Evaluate documented resolutions and analyze trends for ways to prevent future problems.
2. Alert management to emerging trends in incidents.
3. Develop and streamline certain helpdesk functions and document those functions.

Acquisition & Deployment

4. Assist in enterprise and end user software updates, large scale deployment, and hands on individual software installations based on need, release update schedules, and according to best practices.
5. Document software installation procedures.
6. Maintains purchasing and inventory tracking of IT equipment/software/licenses.
7. Provide quotes for computer and printer replacements.
8. Maintains working relationships with vendors and suppliers to facilitate and coordinate hardware and software purchasing, educational opportunities, and support.

Operational Management

9. Install, configure, test, maintain, monitor, and troubleshoot end-user workstations and related hardware and software to deliver required desktop service levels.
10. Utilize diagnostic utilities to aid in troubleshooting.
11. Act as an escalation point for advanced and/or difficult technical requests.
12. Record, track and document the helpdesk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.
13. Perform post-resolution follow-ups with end users as required.
14. Develop 'how to' documents and FAQ lists for end users.
15. Reinforce service level agreements (SLAs) to manage end-user expectations.
16. Works cooperatively and supportively with other CTUIR staff.

Other duties as assigned that align with the goals, responsibilities, and Service Level Agreement (SLA) obligations of the ITS program.

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/Federal Bureau Investigations background check to work with their systems. They will also be required to pass a CTUIR Gaming Commission background check for access to the Gaming commission information.

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

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. Specific qualifications include the following:

FORMAL EDUCATION and CERTIFICATION

1. Two years of related work experience and an IT related bachelor's degree **OR**
Four years of related work experience and an Associate degree, **OR**
Six years of related work experience, two of them in the same job family or the next lower level (IE computer technician), and high school level education; **OR**
An equivalent combination of experience and education.
2. Microsoft Certified Enterprise Desktop Support Technician Certification or Microsoft Certified Microsoft IT Support Specialist Professional, CompTIA A+, Google IT Support Professional Certificate, or equivalent is preferred.
 - a. If not currently certified, incumbent must obtain certification within first 180 of hire at his/her own expense.
3. Must have a valid state driver's license, reliable transportation, and meet Tribal insurance requirements.

KNOWLEDGE and EXPERIENCE

1. Experience with desktop and server operating systems, including but not limited to Windows 10, Windows 11, Server 2019, Server 2022, Server 2025
2. Windows Server 2016/2025 Active Directory administration.
3. Back-up/restoration of data using standard enterprise-class tools
4. Expertise with Microsoft Office 365
5. Expertise in Microsoft 365 support and end user management.
6. Experience working in an Information Technology Infrastructure Library (ITIL)-driven environment and working knowledge of ITIL principles and processes.
7. Exceptional written and oral communication skills.
8. Exceptional interpersonal skills, with a focus on rapport-building, listening and questioning skills.
9. Strong documentation skills.
10. Experience with Mitel IP phone equipment and programming or equivalent IP Phone system.
11. Experience with helpdesk software such as BMC Track IT or equivalent.
12. Experience with mobile device management (MDM) software such as MobileIron, Microsoft Intune, or equivalent desired.
13. Experience with Managed Service Provider (MSP) software such as ConnectWise or other cloud-based remote management solutions a plus.

SPECIALIZED SKILLS

1. Ability to conduct research into a wide range of computing issues as required.
2. Ability to present ideas in user-friendly, business-friendly, and technical language.
3. Highly self-motivated and directed.
4. Keen attention to detail.
5. Proven analytical and problem-solving abilities.
6. Ability to effectively prioritize and execute tasks in a fast-paced environment.
7. Exceptional customer service skills.
8. Experience working in a team-oriented, collaborative environment

PHYSICAL DEMANDS:

1. Dexterity of hands and fingers to operate a computer keyboard, mouse, hand and power tools, and to handle other computer components for extended periods of time.
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. Lifting and transporting moderately heavy objects, such as computers and peripherals.

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. Copy of Official Certificates outlined in the required minimum qualifications section.
5. Completed CTUIR's Supplemental Application Form (both sections, if applicable)
6. High School Diploma/GED or copy of official college transcripts (if applicable).
7. Tribal and Indian preference: Must provide copy of Tribal Enrollment Card, Certificate of Indian Blood or such with Federally Recognized Tribe (if applicable).
8. Veteran's preference: Must provide proof of honorable service and discharge or completed Form DD214 (if applicable).

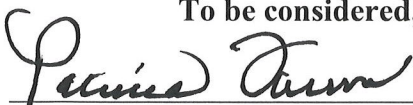
APPLICANT RESPONSIBILITY

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



Approved by: Patricia Farrow, Staffing/Recruitment Specialist

02/04/2025

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

2007/10/10

10/10/2007