

PUEBLO OF LAGUNA
JOB ANNOUNCEMENT NO. 2015-44A

OPEN TO IN-HOUSE AND EXTERNAL APPLICANTS

POSITION: IT Technician (Part-Time/Temporary)
OPENING DATE: August 14, 2015
CLOSING DATE: Open Until Filled
DEPARTMENT: Administrative Services
SALARY RANGE: NE-11; \$30,846 - \$46,259

Position Summary:

Under general direction of the IT Manager, ensures the effective and efficient operation of computer hardware and software. Ensures all technology needs are met for all departments within the Pueblo of Laguna. Maintains confidentiality of all privileged information.

This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.

Essential Duties & Responsibilities:

- Troubleshoots computer problems, hardware and software related issues, peripheral issues and server issues.
- Evaluates, recommends and resolves issues once troubleshooting has occurred.
- Configures hardware and installs software on new computers and devices.
- Sets up audio and video equipment for meetings.
- Using the approved IT Work Order, tracks all IT related problems or issues from inception through resolution.
- Responds to IT Work Orders timely and efficiently.
- Respond to network outages and assists in restarting affected networks..
- Sets up new phone lines, peripherals, and terminals as needed.
- Performs computer PC maintenance, changes, and upgrades.
- Initiates technical support from hardware and software companies.
- Maintains and ensures equipment returns when necessary.
- Provides support to on-site technicians when necessary.
- Assists the IT Manager in developing procedural documentation or policies as needed.
- Provides technical advice and training to employees in the operation, maintenance, and support of computer hardware and software systems.
- Prepares reports and makes recommendations to ensure the optimum efficiency of equipment and systems in accordance with departmental needs.
- Maintains stock of expendable and non-expendable computer equipment, materials, systems, applications, and supplies sufficient to ensure continuous and uninterrupted operation of systems.
- Maintains professional and technical knowledge by conducting research; attending seminars, educational workshops, classes and conferences; reviewing professional publications; establishing networks.
- Contributes to a team effort and accomplishes related results as required.
- Consistently applies the Laguna Core Values and Workforce Values.
- Performs other duties as required.

Minimum Qualifications:

Bachelor's Degree in Computer Science, Information Management, or related field plus two years progressive work experience with multi-station or multi-program computerization established in a network system; relevant experience may be considered in lieu of education. Must be able to successfully pass a pre-employment drug/alcohol screen and background investigation.

Background Investigation Requirements:

Every position within the Pueblo of Laguna governmental operations must be designated at a position risk level commensurate with public trust responsibilities and attributes of the position. Each applicant will be subject to suitability determination by using a background investigation process. The level of review is based on the level of public trust associated with the job duties of the position. This position is considered a **High Risk Public Trust (HRT)** position. To obtain a copy of the Pueblo's Suitability policy, please see a POL Human Resources Representative.

Type of Background Check	Required
Pre-Employment Drug Screening	X
Background Investigation (Criminal Check, Sex Offender Check, Social Security Trace, Driving Record, Civil Court Check – if applicable, Tribal Criminal Check – if applicable)	X
Employment Verification, Education / License Verification, Personal Reference Verification	X
Fingerprint Verification	
Must Be Able to Drive a Pueblo Issued Vehicle	X
Other	

Knowledge, Abilities, and Skills:

- Knowledge of the functions and structure of the Pueblo of Laguna.
- Knowledge of computer science and the methods, techniques, practices, and procedures utilized in computer programming.
- Knowledge of the capabilities and limitations of hardware.
- Knowledge of Windows Server 2008 through 2012 and Windows 7 through 8.1.
- Ability to communicate effectively, both verbally and in writing.
- Ability to analyze situations and adopt appropriate courses of action.
- Ability to establish and maintain professional relationships with the public and co-workers.
- Ability to work independently and efficiently under stressful conditions, make solid decisions and exercise independent judgment.
- Ability to maintain confidentiality.
- Ability to establish priorities, and to coordinate and organize work activities.
- Knowledge of wireless Local Area Network (LAN) and/or wide area (WAN) hardware and software.
- Skill in system troubleshooting and problem-solving.
- Skill in analyzing problems, projecting consequences, identifying solutions, and implementing recommendations.
- Skill in computer use of Windows servers, desktop products, telecommunications hardware, and other applications.
- Skill in presenting and explaining technical information to others.

Application Instructions:

- Go to www.lagunapueblo-nsn.gov and click on Employment Opportunities for application instructions and application form. ***Read instructions prior to completing application form; incomplete applications will not be considered.*** Resumes are encouraged but not in lieu of a complete application form.
- All hand delivered documents must be received by the Human Resources Office no later than 4:30 pm (MDT) on the closing date. All electronically mailed documents must be received by the Human Resources Office no later than 11:59pm (MDT) on the closing date.
- Application packets may be submitted by one of the following methods:
 1. E-mail to POLemployment@lagunapueblo-nsn.gov;
 2. Mail to Pueblo of Laguna Human Resources; P.O. Box 194; Laguna, NM 87026
 3. Deliver to the Human Resources Office, 22 Capital Drive; Laguna, NM
 4. Fax to (505) 552-9675
- For more information, contact Karen Chino, at (505) 552-5778 or by e-mail at the above address.