

**PUEBLO OF LAGUNA  
JOB ANNOUNCEMENT NO. 2018-10**

**OPEN TO IN-HOUSE AND EXTERNAL APPLICANTS**

**POSITION:** Information Technology (IT) Technician II  
**OPENING DATE:** January 30, 2018  
**CLOSING DATE:** February 15, 2018  
**DEPARTMENT:** Administrative Services/IT Program  
**SALARY RANGE:** NE-14; \$42,224-\$63,336

**Position Summary:**

Under general direction of the IT/GIS Manager, ensures the effective and efficient operation of computer hardware/software, and Pueblo of Laguna networks. Ensures technology needs are met for all departments within the Pueblo of Laguna governmental structure. Maintains confidentiality of all privileged information. Consistently applies the Pueblo's Core Values in support of Workforce Excellence.

*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, phone system issues, server issues, and network issues; provides maintenance as necessary.
  - Evaluates, recommends, resolves, and documents issues based on outcome of troubleshooting processes.
  - Configures hardware and installs software on computers and devices.
  - Using the approved IT Work Order process, tracks IT related problems or issues from inception through resolution.
  - Responds to IT Work Orders timely and efficiently.
  - Responds to network outages and assists in troubleshooting and restarting affected networks.
  - Sets up audio and video equipment for meetings.
  - 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 to troubleshoot issues with Pueblo owned technology devices.
  - Installs, troubleshoots, and maintains network equipment such as switches, wireless access points, firewalls, web and spam filters.
  - Maintains active directory, creates new users, and manages computers within active directory.
  - Maintains and maps POL network including all VLANs.
  - Provides support to on-site technicians when necessary.
  - Provides technical advice and training to employees in the operation, maintenance, and support of email system(s), network components, computer hardware, computer software, office equipment, and phone systems.
  - Assists employees with using technology to increase effectiveness of all Pueblo programs.
  - Maintains and provides support for the Pueblo's website and social media accounts.
  - Assists IT Manager in looking for new ways to use the website more effectively to increase internal efficiency.
  - Prepares reports and makes recommendations to ensure the optimum efficiency of equipment and systems in accordance with departmental needs.
  - Assists the IT Manager in research and procurement of computer accessories and supplies.
  - Assist the IT Manager in planning/scheduling project implementation.
  - Maintains stock of expendable and non-expendable computer equipment, materials, systems, applications, and supplies sufficient to ensure continuous and uninterrupted operation of systems.
  - Assists the IT Manager in developing procedural documentation or policies as needed.
  - Maintains professional and technical knowledge by conducting research; attending relevant training and workshops; and establishing networks with like programs.
  - Is available for on-call, evening, weekend, and/or holiday work.
  - Contributes to a team effort and accomplishes related results as required.
- Performs other duties as required.

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### **Minimum Qualifications:**

- Bachelor's Degree in Computer Science, Information Management, or related field required.
- Four years of relevant work experience required.
- A combination of relevant education and directly related work experience may be considered.

### **Background Investigation Requirements:**

The Pueblo of Laguna has a Suitability Policy for background investigation processes. Every position in the government operation is reviewed and designated at one of three risk levels. The determination is commensurate with public trust responsibilities and attributes of the position which includes job duties. The IT Technician is designated as a High Risk Public Trust (HRT) position.

<b>Type of Background Check</b>	<b>Required</b>
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	X
Must Be Able to Drive a Pueblo Issued Vehicle	X
Other	

### **Knowledge, Abilities, Skills, and Certifications:**

- Knowledge of applicable federal, state, county and local laws, regulations, and requirements.
- Knowledge of proper spelling, grammar, and punctuation, and math skills sufficient to carry out duties.
- Knowledge of computer science and the methods, techniques, and practices.
- Knowledge of common security practices, techniques, and protocols utilized in information systems and technologies.
- Knowledge of the capabilities and limitations of hardware.
- Knowledge of information systems, technologies, and applications.
- Knowledge of Local Area Network (LAN) and/ or Wide Area (WAN) hardware and software.
- Knowledge of current/up-to-date versions of Windows Server and Windows.
- Knowledge of active directory, VLAN, and experience configuring managed switches and wireless access points.
- Knowledge and experience with networking and security hardware/software/equipment.
- Knowledge of website maintenance and social media applications.
- Ability to communicate effectively, both verbally and in writing.
- Ability to interact and maintain good working relationships with individuals of varying social and cultural backgrounds.
- Ability to maintain confidentiality; to demonstrate self-responsibility and accountability.
- Ability to analyze situations and adopt appropriate courses of action.
- Ability to establish and maintain professional relationships with co-workers at all levels.
- Ability to work independently and efficiently under stressful conditions, make solid decisions, and exercise independent judgment.
- Ability to isolate system problems quickly and take proper corrective action.
- Ability to comprehend new technology with ease.
- Ability to understand and translate technical terminology and reports into a clear and logical format.
- Ability to establish priorities, and to coordinate and organize work activities.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Skill in the use of Windows servers, desktop products, telecommunications hardware, and other applications.
- Skill in analyzing problems, projecting consequences, identifying solutions, and implementing recommendations.
- Skill in presenting and explaining technical information to others.
- Skill in reviewing and interpreting complex technical documents, manual, journals, and instructions. Skill in system troubleshooting and problem-solving.

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### **Physical Demands:**

While performing the duties of this job, the employee regularly is required to stand; walk; sit; use hands and fingers to handle or feel; reach with hands and arms; and climb, stoop, kneel, crouch or crawl; and talk or hear. The employee may occasionally lift and/or move up to 50 pounds using appropriate safety measures.

### **Work Environment:**

Work is generally performed in an office setting with a moderate noise level. May be required to work outdoors with exposure to natural weather conditions. Employee is subject to on-call, evening, weekend, and/or holiday work. Tight time constraints and multiple demands are common. Travel will be required for training, meetings, and other events.

### **Application Instructions:**

- Go to [www.lagunapueblo-nsn.gov](http://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](mailto: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 Johanna Wade, at (505) 552-5785 or by e-mail at the above address.

**LAGUNA TRIBAL MEMBER PREFERENCE APPLIES**