

**SHOALWATER BAY INDIAN TRIBE
JOB DESCRIPTION**

Job Title: Computer User Support Specialist
Department: I.T. (Information Technology)
Reports To: IT Director
FLSA Status: Non-Exempt
Prepared By: Human Resources
Prepared Date: 02/05/2016
Approved By: IT Director
Approved Date: 03/02/2016

SUMMARY:

Provide technical assistance to the organization's users. Answer questions or resolve computer problems for clients in person, or via telephone or electronically. Provide assistance concerning the use of computer hardware and software, including printing, word processing, electronic mail, and operating systems.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Install, configure, upgrade and maintain end-user hardware including desktop computers, peripherals, mobile devices, VoIP system telephones and printers.
- Install, configure, upgrade and maintain end-user software including the operating system, productivity suite, electronic mail and department specific applications.
- Ensure that desktop computers are receiving and installing Windows updates regularly and without error.
- Ensure that desktop computers are being protected by anti-virus solutions. Remove malware as necessary.
- Manage the cellular phone service and support process.
- Troubleshoot layer 1 connectivity issues.
- Assist in pulling cables and rewire as required for new installations and office reconfiguration.
- As first level of support, answer, evaluate and prioritize incoming telephone, voice mail, e-mail and in-person requests for assistance from users experiencing problems with hardware, software, and other computer related technologies. When needed, escalate issue to next level of support.
- Log and track calls using help desk management database and maintain history records and related problem documentation.
- Test computer software or hardware using standard IT diagnostic testing equipment and procedures.
- Analyze equipment performance records in order to determine the need for repair or replacement.
- Maintain records and technical documentation for essential hardware and software equipment, including licensing.

- Keep an inventory of current equipment and surplus antiquated or broken equipment. Maintain an inventory of parts for emergency repairs.
- Train users on software and hardware.
- Maintain high level of confidentiality.
- Assist the IT Director in the negotiation of support vendor contracts and help coordinate activities of hardware, software, telecommunications and support vendors.
- Monitor IT industry websites or publications for information about patches, releases, viruses or potential problem identification,
- Must be willing to work evenings and/or weekends when requested and/or required.

SUPERVISORY REQUIREMENTS:

This job has no supervisory responsibilities.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EXPECTED COMPETENCIES: Must have hands-on experience installing and maintaining the following; Desktop computers (hardware and software), peripherals and printers. Must be able to demonstrate knowledge of the following concepts: VPSs, VLANs, DNS, DHCP and TCP/IP.

EDUCATION and/or EXPERIENCE: Three to five years related experience and or training or equivalent combination of education and experience.

LANGUAGE SKILLS: Ability to read, analyze, and interpret documents such as operating instructions, building blueprints, manuals, and technical procedures. Ability to write routine reports, procedure manuals, and correspondence. Ability to effectively present information and respond to questions from employees of the organization.

MATHEMATICAL SKILLS: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to compute rate, ratio and percent and to draw and interpret bar graphs.

REASONING ABILITY: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

COMPUTER SKILLS: Comprehensive knowledge of computers (hardware and software) peripherals and printers. Working knowledge of TCP/IP and networking principals.

CERTIFICATES, LICENSES, REGISTRATIONS: A+ Certification preferred.

COMPETENCIES: To perform the job successfully, an individual should demonstrate the following competencies:

Analytical – Synthesizes complex or diverse information. Collects and researches data. Uses intuition and experience to complement data. Designs work flows and procedures.

Design – Generates creative solutions. Translates concepts and information into images. Uses feedback to modify designs. Applies design principles. Demonstrates attention to detail.

Problem Solving – Identifies and resolves problems in a timely manner. Gathers and analyzes information skillfully. Develops alternative solutions. Works well in group problem solving situations. Uses reason even when dealing with emotional topics.

Technical Skills – Assesses own strengths and weaknesses. Pursues training and development opportunities. Strives to continuously build knowledge and skills. Shares expertise with others.

Customer Service (Internal) – Manages difficult or emotional customer situations. Responds promptly to customer needs. Solicits customer feedback to improve service. Responds to requests for service and assistance. Meets commitments.

Interpersonal Skills – Focuses on solving conflict, not blaming. Maintains confidentiality. Listens to others without interrupting. Keeps emotions under control. Remains open to others ideas and tries new things.

Oral Communication – Speaks clearly and persuasively in positive or negative situations. Listens and gets clarification. Responds well to questions. Demonstrates group presentation skills. Participates in meetings.

Written Communication – Writes clearly and informatively. Edits work for spelling and grammar. Varies writing style to meet needs. Present numerical data effectively. Able to read and interpret written information.

Teamwork – Balances team and individual responsibilities. Exhibits objectivity and openness to others views. Gives and welcomes feedback. Contributes to building a positive team spirit. Puts success of team above own interests. Able to build morale and group commitments to goals and objectives. Supports everyone's efforts to succeed.

Change Management – Develops workable implementation plans. Communicates changes effectively. Builds commitment and overcomes resistance. Prepares and supports those affected by change. Monitors transition and evaluates results.

Quality Management – Looks for ways to improve and promote quality. Demonstrates accuracy and thoroughness.

Ethics – Treats people with respect. Keeps commitments. Inspires the trust of others. Works with integrity and ethically. Upholds organizational values.

Judgment – Displays willingness to make decisions. Exhibits sound and accurate judgment. Supports and explains reasons for decisions. Includes appropriate people in decision-making process. Makes timely decisions.

Professionalism – Approaches others in a tactful manner. Reacts well under pressure. Treats others with respect and consideration regardless of their status or position. Accepts responsibility for own actions. Follows through on commitments.

Quality – Demonstrates accuracy and thoroughness. Looks for ways to improve and promote quality. Applies feedback to improve performance. Monitors own work to ensure quality.

Dependability – Follows instructions, responds to management direction. Takes responsibility for own actions. Keeps commitments. Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

Attendance/Punctuality – Is consistently at work and on time.

Safety and Security – Observes safety and security procedures; uses equipment and material properly.

Planning/Organizing – Prioritizes and plans work activities. Uses time efficiently. Plans for additional resources. Sets goals and objectives. Develops realistic action plans.

Initiative – Volunteers readily. Undertakes self-development activities. Seeks increased responsibilities. Takes independent actions and calculated risks. Looks for and takes advantage of opportunities. Asks for and offers help when needed.

Adaptability – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent changes, delays, or unexpected events.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, stand, and walk. The employee is frequently required to use hands to finger, handle, feel, reach with hands and arms; stoop, kneel, crouch, or crawl; talk and hear. The employee may occasionally be required to crawl under buildings, and walk above ceilings in confined spaces. The employee must occasionally lift and/or move up to 25 pounds.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Common Office environment.

AT-WILL EMPLOYMENT: This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job related instructions and to perform any other job related duties requested by any person authorized to give instructions or assignments.

The employment relationship with Shoalwater Bay Indian Tribe is voluntary; there is no specified length of employment. Accordingly, either the Shoalwater Bay Indian Tribe or the employee may terminate the employment relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal or state law.

This document does not create an employment contract, implied or otherwise.