

CONFEDERATED SALISH AND KOOTENAI TRIBES
OF THE FLATHEAD NATION
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****VACANCY ANNOUNCEMENT****

TITLE: Guided Care IT Tech. Support Trainee
LOCATION: Tribal Health Department
SALARY: Negotiable
CLOSING DATE: Thursday, October 4, 2018 at 5:30 p.m.

SPECIAL CONDITIONS:

This is not a Testing Designated Position (TDP) within the definition of the CSKT Drug Testing policy. **The successful applicant, if not already employed by the Tribes must pass a pre-hire drug test and serve a mandatory six (6) month probationary period.**

The IT Tech Support is a technical position in Tribal Health's IT Program that is responsible for providing on-site and remote user support. This position works independently making complex decisions throughout the day about IT needs for the users and department to work efficiently.

DUTIES:

- Answer telephone for Network Operations and receive general questions and problems from users. Assists with general questions and refers more difficult problems to the Network Manager or other IT staff, as appropriate.
- Uses desktop "Help Desk" software to manage and support users and track IT program deliverables under direction of the IT Network Manager.
- Is responsible for monitoring systems and software, and alerting proper IT staff of abnormalities and troubles with specific applications, as directed.
- Use skills to successfully support end users and to successfully troubleshoot desktop environments running the Microsoft Windows operating system
- Responsible to respond to requests from users for on-site service and problem resolution. Troubleshoot hardware, software, and other technical problems and resolve in a timely fashion.
- Provide technical supervision and assistance to the IT Help Desk, as assigned, in troubleshooting and problem resolution.
- Performs desktop user support throughout the Tribal Health Department, including hardware troubleshooting, repair, installation, and desktop software troubleshooting, installation, and configuration.
- Completes the installation of software including remote installation services and automation programs.
- Installs and configures computer hardware and software as assigned.
- Provides on-site training to users for new equipment, software, applications, and other technology products.
- May be assigned responsibilities in direct assistance and support to the Network Manager

- Perform other duties as assigned.

MINIMUM RECRUITING QUALIFICATIONS AS REFLECTED ON TRIBAL EMPLOYMENT APPLICATION:

- The employee must complete the testing and obtain Microsoft Certified Professional (MCP) certification with **one year of date of hire.** Failure to obtain the required certifications within the time frame is grounds for termination of employment.
- Associates degree and at least 2 years of experience working in an IT Department troubleshooting to detect and solve technical problems, installing or updating required hardware and software and recommending computer products or equipment to improve productivity.
- If you do not have associates degree but have at least 1 year of work experience with working in an IT Department troubleshooting to detect and solve technical problems, installing or updating required hardware and software and recommending computer products or equipment to improve productivity. We can offer you on-the job training at entry level.
- Experience with current Microsoft Operating systems and hardware/software troubleshooting in a PC/LAN environment is desirable.
- Experience with Tribal governments is desirable.
- Must have knowledge of TCP/IP, IP addressing and general internet technologies
- Must have skill in oral and written communication.
- Ability to positively interact with users in providing technical support.
- Ability to handle a variety of tasks with follow-up and attention to detail.
- Must have ability to work effectively with other employees and provide excellent customer service.
- Must have and maintain a Montana State driver's license as condition of employment.
- Completed supplemental background questionnaire.

DESIRABLE QUALIFICATIONS (AS DETERMINED BY THE INTERVIEW):

- *Request a copy of position description for full details.*

SUBMIT:

1. Completed Tribal employment application.
2. Copies of relevant academic transcripts and training certificates.
3. Copy of a current valid driver's license.
4. Completed supplemental background questionnaire.
5. Proof of enrollment in a federally recognized Tribe if other than CSKT.
6. If claiming veteran's preference, a copy of the DD214 must be submitted.

FAILURE TO SUBMIT ALL OF THE ABOVE INFORMATION WILL RESULT IN IMMEDIATE DISQUALIFICATION DURING THE SCREENING PROCESS

SUBMIT ALL OF THE ABOVE TO: Tyshina Whitworth, Personnel Office, PO Box 278, Pablo MT 59855, telephone (406) 675-2700 Ext. #1043.

FOR MORE INFORMATION:

Contact the Tribal Health Department at (406)-675-2700 Ext. #5032.