



Tolowa Dee-ni' Nation/Lucky 7 Casino **Position Description**



Title: MIS/IT Help Desk Technician I
Class: Technical
Status: Full Time/ Part Time
Supervisor: Information Technology Manager
Effective Date: April 2022

Department:(62) Information Technology
FLSA: Non-Exempt
Pay Grade:
Subordinates: None

Position Summary:

Under general direction, Serves as first point of contact for technological issues. Performs a variety of technical duties by providing technical support including coordination, maintenance, upgrades and general support for computer systems; administers, evaluates and modifies systems to assure proper security and operation; resolves technology problems and provides for system enhancements; provides technical support and assistance to clients.

Essential Duties and Responsibilities:

- Maintain systems in accordance with our policies and procedures.
- Install new systems.
- Research and suggest new technologies.
- Provide general incident and problem support.
- Be on call to support essential business needs and emergency situations.
- A definite attention to detail and planning.
- Temporary or permanent duties and responsibilities may be added to, or modified as deemed necessary.

Minimum Qualifications:

- Depending on the operational needs of the department, knowledge in the following is needed:
 - Principles, methods, and procedures of operating computers and applicable servers.
 - Data management techniques including data security and disaster recovery systems and procedures.
- Possesses positive and professional outlook, personal integrity, problem solving ability and ability to handle stress.
- Skills in operating, installing, maintaining, configuring, and troubleshooting computers and peripherals; ability to find and follow documentation in order to effectively operate technological systems.

- Ability to maintain effective working relationships with those contacted in the course of work.
- Ability to manage time, communicate clearly and concisely, document and maintain organization of work.
- Maintain a customer focus in providing technology services to Tolowa Dee-ni' Nation/Lucky 7 Casino.
- Skill with Windows commands and utilities, and some computer administrative experience.
- Three or more years of practical, service-oriented experience.
- Familiarity with system administration tools is a plus.
- Strong interpersonal and communication skills.
- Knowledge of various software programs and desktop office applications (Microsoft Office, Adobe Photoshop, etc.).
- Work effectively as part of the organizational team, communicate positively at all levels both internally and externally.
- Recognize areas within the department where support is required and offer assistance.
- Flexible and adaptable in approach.
- Take an active role in personal development.
- Professionally manage workload and conflicting priorities.
- Develop and maintain effective working relationships built on an understanding of others' needs and expectations and committed to excellent customer service.
- Fully self-motivated, requiring the minimum management supervision.
- Delivers high quality work at short notice and to tight deadlines
- Knowledge of server hardware and networking equipment is a plus.
- Some knowledge of windows server resources.
- Trouble Shooting: Ability to use diagnostic tools, equipment, documentation and external
- High school diploma or equivalent (GED) is required.
- Must submit to and pass a pre-employment drug and alcohol screen.
- Qualified American Indian Preference applies.

Language Skills:

Must have the ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Have the ability to write routine reports and correspondence.

Mathematical Skills:

Need to have the ability to add and subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to apply concepts such as fractions, percentages, ratios, and proportions.

Reasoning Ability:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Certificates, Licenses, Registrations:

- Must be able to pass extensive background investigation for the issuance, and retention, of gaming license.
- Must possess and maintain a valid, state-issued driver's license, submit a Department of Motor Vehicles (DMV) driving history, and be eligible for Tribal vehicle insurance.

Physical Demands:

- May occasionally lift objects up to 50 lbs.
- Job may also require physically demanding tasks to be accomplished.
- On occasion must be willing to work off schedule hours and extended work hours (10+ hours).

Vision Requirements:

- Close vision (clear vision at 20 inches or less).
- Distance vision (clear vision at 20 feet or more).
- Color vision (ability to identify and distinguish color).

Work Environment:

- Willing to travel frequently to offsite locations.
- Will work in a corporate environment, with some technical support to offsite locations.

Employee's Signature: _____

Date: _____

Supervisor's Signature: _____

Date: _____