Position Title: Information Technology Systems Technician
Department: Administration
Reports to: Tribal Administrator
Classification: Non-Exempt/Full Time
Pay: $20.00 - $25.00
Position Posted: 03/26/2021
Posting Ends: 04/09/2021

All applications due in HR by 5:00 pm by 04/09/2021

SUMMARY:
This position aims to provide critical technical IT support services to Tribal Administration, specifically the Pit River Tribe Tribal Administrator, Tribal Council, and all Tribal Department Directors/Coordinators. The IT Technician will oversee all day-to-day technology operations and evaluating systems according to established Tribal goals, devising and establishing IT policies.

Position Summary: The Pit River Tribe is seeking an experienced ITST (Information Technology Systems Technician) to oversee all IT (Information Technology) day-to-day functions for the Pit River Tribe. The ITST will manage the company's technology operations. The candidate must be very knowledgeable in IT and computer systems and have a solid technical background while able to manage and motivate people within the Tribal organization to learn and become compliant with the Tribes IT policies.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Troubleshoot network issues.
- Work proactively to improve technology.
- Help with setting up servers, networks, firewalls, switches, wireless networks, etc.
- Answer helpdesk tickets and phone communications
- Complete ticketed support items in a timely fashion.
- Provide technical assistance for PC's, Servers, and Networking
- General end-user support (i.e., my computer is slow, I have a virus, I can't print, I am missing an email, I can't connect to WiFi, etc.)
- User PC Set-up/Transfer
- Troubleshoot and replace hardware, hard drives, memory, and other networking peripherals
- Resolve incidents with office equipment (copiers, printers, etc.)
- Installing, configuring, and supporting desktop, laptop, and server systems.
- Installing, updating, and troubleshooting Windows operating systems, as well as working w/ desktop & laptop hardware
- Troubleshooting network switches, Internet connectivity, firewalls, and WiFi technology
- Configuring Firewalls, VPN's
- Other duties as assigned.

Competencies related to this position: accountability, accuracy, **absolute confidentiality**, detail-oriented, ethical, honesty/integrity, loyal, multi-tasking, organized, reliability and responsible

Qualifications:

- Proven experience as IT technician or similar role
- Experience in analysis, implementation, and evaluation of IT systems and their specifications
- Sound understanding of computer systems (hardware/software), networks, etc.
- Experience in controlling information technology budget
- Excellent organizational and leadership skills
- Outstanding communication abilities
- BSc/BA in computer science will be a plus
- Must be team-oriented, establish and maintain effective working relations with Tribal officials, employees, and the general public.
- Must possess a valid California driver's license and be insurable by the tribe's auto insurer.
- Applicants must be willing to submit to and successfully pass a background check before hiring.

**PHYSICAL DEMANDS:**
While performing the duties of this job, the Employee is regularly required to talk or hear. The Employee is also regularly required to stand; walk; sit; and use hands to finger, handle, or feel objects, tools, or controls. The Employee is occasionally required to reach with hands and arms, sit, climb, balance, stoop, kneel, crouch, or crawl. This job's specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**WORK ENVIRONMENT:**
The Employee is regularly exposed to the risk of radiation (from computers). A great deal of the workday will be spent working on spreadsheets, word-processing or inputting data into the computer system. The noise level in the work environment is usually moderate.

**Requirements:**
- Must possess a California driver's license, a good driving record, and be insurable by the PRT insurance carrier.
- Adhere to all PRT policies
- Must submit to a criminal background check.

**Note:** This position requires awareness and deep appreciation of Indian traditions, customs, and socioeconomic needs. It requires the ability, at all times, to meet and deal effectively in contact with Indian
people and organizations. This position requires tact, courtesy, confidentiality, discretions, resourcefulness, and sound judgment in handling sensitive issues.

The Pit River Tribe is an Equal Opportunity employer and actively encourages application from all persons regardless of race, color, religion, sex, age, national origin, marital status, ancestry, sexual orientation, sensory, mental, physical, or other non-disqualifying disability.

**Native Preference:** Preference in hiring is given to qualified American Indians in accordance with the Indian Preference Act (Title25, US Code, Chapter 14, Sub Chapter V, Section 472 & 473).

**Acknowledgment:** This position description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive, and this position may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the right to add, modify, or exclude any essential requirement at any time with or without notice. Nothing in this position description, or by the completion of any conditions of the Employee's job, is intended to create a contract of employment of any type.

The Pit River Tribe (PRT) job description is a management tool to help organize duties and provide employees with the employer's expectations with regard to the specific job classification. The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is a reasonable assignment for the position.

**Applications and Job descriptions:** can be downloaded from the Pit River Tribe website at [http://pitrivertribe.org/tribal-employment/](http://pitrivertribe.org/tribal-employment/) or from the HR Department at Tribal Administration. All applications must be completely filled out, legible, and with reliable contact information, including your email address if available. Incomplete applications will not be considered. For supervisory, management, or Director positions, it is helpful to include a current resume and cover letter articulating why you would like to work for the Pit River Tribe and how you feel you can best serve in the position opening.

**Contact:**
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